

POSITION DETAILS	
Position Title	Membership and Administration Officer
Report to:	PFRA Regulation Coordinator
Direct reports:	None
Location:	Melbourne/Sydney
Hours of work:	21 hours per week.
Key Contacts:	PFRA Staff, PFRA Board, PFRA member charities and agencies
Travel	Occasional interstate travel, as required.
Contract basis:	12 month contract
Date updated	29 th July 2021

The Purpose and activities of the PFRA:

The PFRA is the self-regulatory body for Face-to-Face (F2F) fundraising in Australia. The role of the PFRA is to ensure the right balance is maintained between the duty of charities to ask for donations, and the right of the public to experience high standards of behaviour from fundraisers.

The Purpose of position:

As the PFRA Membership and Administration Officer, you will provide part-time administrative support to PFRA staff, CEO, and board to support the smooth and efficient operation of the organisation.

The Officer will be based in either Sydney or Melbourne (Brisbane considered for the right candidate) and will provide support in the form of administration of membership fees, travel and accommodation arrangements, board meeting minutes, the production of member communication material such as newsletters and website updates, respond to member enquiries, and other tasks as required.

Essential Experience:

- Proven experience in an administration role
- Demonstrated knowledge and competency in the Microsoft Office program suite, including Outlook, Word, Excel, and PowerPoint
- Experience working in a small organisation or team
- Experience maintaining and updating database systems such as Salesforce
- Experience administering accounts and using accounting software such as Xero
- Experience in providing effective support to a small team

Desirable Experience:

- Experience of working within the fundraising or not-for-profit sector
- Experience in working within a member-led organisation
- Experience providing board support, including minute taking

Skills and Attributes:

- High level administrative skills
- High level written and verbal communications skills
- The ability to manage a complex workload both personally and organisationally
- Demonstrated strong planning and organisational skills, and an ability to show initiative
- Ability to work independently and meet deadlines
- High level of attention to detail
- A commitment to the values, vision and objectives of the PFRA

Other:

- Eligibility to work in Australia (or willingness to acquire the right to work in Australia)
- Willingness to undergo a police check
- Willingness to undertake reasonable intrastate travel.

Position Responsibilities

Key Result Areas	Governance	Accountability and Resource Management	Self-Regulation and Quality Assurance	Government Liaison	Public Representation	Administration
Goals	<i>Support the Chief Executive Officer and Board in implementing PFRA's vision, values and strategy. Assist in implementing PFRA's strategy in accordance with organisational vision and values.</i>	<i>Support the Chief Executive Officer in ensuring that PFRA management of resources is efficient and within the requirements set by the Board.</i>	<i>Support the Chief Executive Officer in carrying out the operations of the PFRA to achieve the goals of the strategic plan</i>	<i>Effectively represent the PFRA in contacts with local and state government officials as directed. Ensure that the PFRA develops strong relationships to further the achievement of its goals.</i>	<i>Represent the PFRA in public; including the NFP sector and the general public. Ensure that PFRA's reputation is maintained and enhanced.</i>	<i>Support the Chief Executive Officer in ensuring that the PFRA is effectively and efficiently administered</i>
Activities	Contribute to regular reports on progress towards implementation of the strategic plan and other issues as required by the Board	Provide the Chief Executive Officer with reports as required relating to any delegated responsibility for use of PFRA resources	As directed, provide effective and quick resolution to complaints and issues raised with the PFRA. Where necessary, escalate any issues to the Chief Executive Officer following agreed processes	Foster positive working relationships with locations access authorities to ensure the ongoing strength of relationships	Refer all media contacts to the Regulation Coordinator in accordance with agreed policies and procedures	Assist the Chief Executive Officer in administering membership on-boarding, support, disciplinary, and investigative processes

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	As required provide support to the Board and Board sub-committees and working groups.	As required develop and maintain processes to ensure transparent and accountable management of PFRA resources	Assist the Chief Executive Officer in administering any locations grids and rosters coordinated by the PFRA	As directed, implement measures to maximise the availability of fundraising locations for F2F fundraising across Australia.	As directed, represent the PFRA within the NFP and fundraising sector, ensuring that the interests of the PFRA and F2F fundraising are protected and promoted.	Maintain reasonable and reviewable timelines for issues management, reporting, and other internal processes
Activities	Provide the best possible service to and appropriate consultation with the PFRA's members and other key stakeholders	Follow all PFRA policies with regard to the use of resources		Assist with administering the permits application agreements held with any local authorities. Ensure this is done to the agreed timeframe, and that member's applications are timely and correct.	Promote the PFRA and F2F fundraising in the public arena, presenting a positive image of the organisation and the work of its members.	As required develop high quality documentation for internal and external use
	Promote the PFRA's activities, vision and values to members	Provide the Chief Executive Officer with regular reports on the progress of delegated tasks to agreed Key Performance Indicators		As directed, develop and maintain an accurate and comprehensive database of locations access contacts and relevant rules	With the Chief Executive Officer, ensure that the PFRA responds effectively to any feedback from the public or other stakeholder groups	With the Chief Executive Officer, manage all financial administration, including processing membership fees.

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				As required, assist in developing responses to local government policy reviews and proposals relating to locations management	Assist the Chief Executive Officer in implementing effective issues management and resolution processes	Carry out other administrative tasks as delegated by the Chief Executive Officer
					Answer incoming communications via telephone, email or other channels	