

JOB DESCRIPTION FORM

Section 1 - Office Identification

Organisation CPSU/CSA	Classification L7	Effective Date of Document: 2 June 2022
		Office No: 00004
Division Membership Services	Title Coordinator Membership Services	
Salaries Agreement/Award: CPSU/CSA Staff Agreement 2020		

Section 2 - Reporting Relationships

<p>Title: BRANCH SECRETARY</p> <p>Classification: Class 2</p>	<p>Other Offices Reporting directly to this office. Title and Classification:</p> <p>Branch Assistant Secretary Coordinator Communications & Engagement Corporate Services Coordinator Coordinator Organising Executive Officer</p>
---	---

↑
Responsible to

This Office

Offices under direct responsibility		
Title	Classification	Nos
Senior Industrial Officer	Level 6	1
Lead Industrial Advisor	Level 6	1
Learning & Development Coordinator	Level 6	1

Section 3 - Key Responsibilities:

State BRIEFLY the key responsibilities or prime function of the job.

Responsible for the activities and outcomes of the Industrial Services Group, Learning & Development, UnionLink (Membership Service Centre) including the provision of advice and assistance to members. Ensures the effective provision of Membership Benefits and Services to retain members and attract potential members. Develops and implements the Union's direct membership recruitment program.

STATEMENT OF DUTIES		Effective Date of Document: 2 June 2022
Title: Coordinator Membership Services	Classification: Level 7	Office No: 00004

Section 4: CONTEXT AND SCOPE

The Community & Public Sector Union SPSF Group (WA Branch)/Civil Service Association of WA (Inc) (CPSU/CSA is the State Public Sector Union of WA).

Purpose:

The CPSU/CSA is a union of members working to deliver public services in WA.

The purpose of our union is to develop the capacity and confidence of members to collectively build and maintain power in their workplaces.

We exercise this power to win improved industrial and workplace rights, fairness and dignity.

Strong union workplaces deliver better public services for WA.

Ambition:

To be a growing, active, member-led union that builds power to win.

Theory of Union:

If we organise and mobilise members to build action at scale, and align worker and community interests, we will pressure the government to improved public sector jobs and service delivery.

Values:

- Equity: we acknowledge imbalances of power within our society and seek for all people to be able to access the opportunities and support they need to reach their full potential and lead their lives with dignity.
- Justice: we pursue fair and just treatment for people in and beyond the workplace.
- Respect: we celebrate diversity, genuinely listen to each individual voice, and treat all people with respect and dignity.
- Solidarity: we support and stand with others in their struggle for justice.
- Integrity: we act with transparency and accountability and always in the interests of members.

Section 5 – Statement of Duties

STATEMENT OF DUTIES		Effective Date of Document: 2 June 2022
Title: Coordinator Membership Services	Classification: Level 7	Office No: 00004
<p>LEADERSHIP</p> <ul style="list-style-type: none"> • Develops systems and practices to address identified membership issues, needs and services. • Develops and implements operational plans for the Industrial Services Group, Learning & Development, UnionLink and Membership Services areas in accordance with the Union's Strategic Plan. • Responsible for keeping pace with the trends and industry developments in the provision of industrial and membership services and anticipating the future needs of members and/or potential members. <p>INDUSTRIAL, LEARNING & DEVELOPMENT AND MEMBERSHIP SERVICES</p> <ul style="list-style-type: none"> • Responsible for the provision of industrial and membership services to members and potential members in accordance with the Union's strategic plan. • Regularly reviews plans and activities with Membership Services Division Leads in accordance with the Division's operational plans. • Develops and monitors the activities and operations of UnionLink and Learning & Development. • Develops and maintains guidelines for the assessment and referral of members' grievances/issues between UnionLink, the Organising Group or the Servicing Group and ensures compliance with the guidelines. • Implements the Union's direct recruitment activity, programmes and strategies. • Develops and implements strategies to enhance the provision of services and benefits to members and potential members. • Assists in the preparation of submissions in accordance with Union policy to Government, Ministers, Inquiries and Commissions. • Provides management reports on the activities of the Membership Services Division as required. <p>GENERAL MANAGEMENT RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Ensures expenditure is in accordance with the approved budget provisions. • Prepares submissions for resources and funds in the formulation of the Membership Services budget • Responsible for incurring and approving expenditure within prescribed limits. • Responsible for convening the Membership Services Leads Group and maintaining records of the meeting activities and outcomes. • Develops and implements mechanisms for staff within the Membership Services Division to keep abreast of industrial and membership services trends, policies and procedures. • Identifies and implements strategies to provide ongoing training and development of staff under control. • Oversees the implementation of the Injury Management Policy and Procedure including Return to Work Programs for injured workers. • Manages the performance of staff to ensure an effective contribution is made toward the achievement of the Union's goals within timeframes and in compliance with policies and guidelines. <p>ORGANISATIONAL DEVELOPMENT</p> <ul style="list-style-type: none"> • Assists in the development of discussion papers and draft policy papers on identified issues. • Undertakes research of major campaigns and projects as required. • Develops and implements strategies to integrate the activities of the Membership Services Division with the activities of the Union • Arranges and conducts regular briefings for relevant staff on communication techniques and skills, industrial representation and negotiation, legislative changes, award variations, significant cases, membership services and Union policy. • Provides advice on industrial matters and membership benefits to the Branch Secretary and identifies issues for research and development. 		

Section 6 – Selection Criteria

SELECTION CRITERIA		Effective Date of Document: 2 June 2022
Title: Coordinator Membership Services	Classification: Level 7	Office No: 00004
<p>RELEVANT KNOWLEDGE</p> <ul style="list-style-type: none"> • Comprehensive knowledge of State and Federal Industrial Relations Systems including Legislation, Awards and Agreements. • Comprehensive understanding of public sector employment practices and management. • Comprehensive knowledge of OH&S legislation, Regulations & Workers Compensation & Injury Management Act 1981 and associated Code of Practice. • Good knowledge of statutory and political environment of employee organizations. <p>RELEVANT SKILLS AND ABILITIES</p> <ul style="list-style-type: none"> • Demonstrated capacity to identify emerging issues with a potential for growing or developing a membership base • Sound skills in workflow/capacity management including project management • Comprehensive interpersonal, negotiation, facilitation, and networking skills • Sound research and analytical skills • Comprehensive skills in communication • Demonstrated ability to secure the participation and support of others in activities. • Demonstrated ability to manage, coordinate and monitor a range of projects and activities at the same time. • Demonstrated ability to meet required outcomes effectively and consistently within limited time constraints. • A well-developed ability to effectively lead and develop teams. • Ability to evaluate and assess performance and provide feedback to staff that promotes understanding of adjustments required. • Ability to prepare budget submissions to ensure the provision of resources and staff to support the activities and outcomes of the division. • Capacity to manage expenditure within approved budgets and expenditure authorities. • Demonstrated ability to lead and educate others. • 'A' Class Driver's License. • Ability to utilise word-processing, spreadsheet and database software to prepare presentations, submissions and manipulate data for reports. <p>PREVIOUS EXPERIENCE</p> <ul style="list-style-type: none"> • Proven experience in a team leadership role in a Union, membership based, not for profit organisation or government organisation. • Experience in fostering continuous improvement in the provision of services within a membership-based organization. • Proven experience in the development, implementation, and evaluation of operational plans. 		

Section 7 - Certification

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities, and other requirements of the position.

BRANCH SECRETARY	DATE:
OFFICE OCCUPANT	DATE: