



POSITION DESCRIPTION

Position Title:	Membership Services Manager (Metropolitan)
Organisation:	Club Plus Superannuation
Reports to:	Head Of Member Services & Chief Executive Officer
Position Purpose:	<p>To market, promote and publicise Club Plus to the funds employers, industry bodies and fund members alike in the state of NSW.</p> <p>To develop new business in the region with non-participating & related employers.</p>

RESPONSIBILITIES

Industry & Membership Relationships

The industry and membership relationship component (65% of time) requires the Membership Services Manager (Metropolitan) (MSM here after) to build working relationships with members of ClubsNSW and LHMU & other related organisations. The purpose of working with the above organisations is to ensure that Club Plus becomes the fund of choice for all employers within the Club and related industries. The MSM is to ensure that when industrial agreements become due for renewal, Club Plus is listed as the fund of choice. Where awards are used the MSM is to promote Club Plus as the default option as well as the fund of choice.

The MSM will also be required to build relationships with the funds largest employers and their employee's currently contributing to Club Plus. When building relationships the MSM is to ensure that the employer is receiving the assistance required to prevent Club Plus from becoming an administrative burden on the employer.

At member level the MSM is to assist the members of Club Plus with information about the fund on any matters pertaining to Superannuation and more importantly accounts held with Club Plus. The MSM is to promote the returns, options and services of the fund to the membership. This will primarily be achieved via fact-to-face visits as well as print and other electronic means.

The MSM will be required to liaise with the fund's administrator to ensure effective operation of the fund for both employers and members alike.

The MSM will need to be able to resolve administration-based issues for both employers and members alike to increase the satisfaction of those parties concerned.

Business Development Program

Part of the ongoing relationship program requires the MSM to build new relationships within the club and related industry employers (25% of time). The MSM is to speak to those clubs currently not in Club Plus with the purpose of widening the distribution network of employers currently using the fund. The MSM will be required to instigate a visitation program and written materials program to promote Club Plus to all those non participating employers with the desired result of making Club Plus their choice of fund.

OTHER DUTIES AS DIRECTED

The MSM will be required to perform other various tasks from time to time (10%). Direction for these tasks will come from the Fund CEO or the Head of Member Services. Tasks that the MSM may be asked to perform from time to time include representing the fund at various industry conference, or meetings, organising fund promotions at industry gatherings and being available for Board meetings and the like.

KEY RESULT AREAS

- Expand the current membership base of Club Plus and increase the penetration at existing clubs
- Maintain the fund's current membership base of employers & members by successfully developing relationships with all levels of the industry
- Ensure the fund's information & communications are widely read and distributed
- To make Club Plus the fund of choice for the club & related industries.

QUALIFICATIONS AND EXPERIENCE

- Minimum of RG 146
- Minimum of 7 years experience in a finance-related field
- Minimum 3 years experience as a financial planner or similar role
- Must be self managing with minimal administrative support
- Excellent communication skills, both written & spoken
- Ability to manage more than one project at a time.

SALARY AND LOCATION

A competitive salary will be negotiated commensurate with skills and experience of the applicant. A review of the remuneration package will be conducted annually.

The location of the role will be in the Sydney CBD, with regular travel to be undertaken around the Sydney metro area and intra-state as required.