

## COME, WORK WITH US

### Membership Officer // Craft + Design Canberra

**Reports to:** Assistant Director Engagement

**Salary:** \$57,000 - \$70,000 (pro rata 0.6 - 0.8) per annum pro rata (Depending on experience) + 10.5% super

**Loading:** Part time (22.5 - 30 hours per week inclusive of weekends, evenings and afterhours work) with possible increased hours for the Craft + Design Canberra Festival.

**Availability:** For immediate start

**Term:** The successful applicant will be offered a 12 month fixed-term contract (with possibility of extension) This includes a three-month probation period.

#### Leave entitlements:

- 20 days annual leave (pro rata) (This is typically taken the last week in December and first three weeks the following January when Craft + Design Canberra is closed. However the successful applicant may wish to change these arrangements in consultation with the CEO and the team.)
- 10 days personal leave per annum (Pro rata) (which may be used as sick leave and/or carer's leave) per completed year of employment.
- Long service leave in accordance with the relevant legislation.
- 2 days paid compassionate leave. (Pro rata)

#### Days and hours:

- 22.5 - 30 hours per week
- Weekend, evenings, and out of standard hours work will be required as part of the 22.5 - 30 hours per week for programs, Craft + Design Canberra Festival events and exhibition openings.
- It is a key requirement of this position to work frequent after hours and weekend shifts.

#### Location:

The position is largely located at Craft + Design Canberra Headquarters, Civic Square, Canberra ACT. There will also be requirements to work off site during festivals and other public events.

Since 1971, Craft + Design Canberra has played a vital role in sustaining Australia's high-quality studio practice and supporting craftspeople, designers and audiences.

**CRAFT+  
DESIGN  
CANBERRA**

(02) 6262 9333

[craftanddesigncanberra.org](http://craftanddesigncanberra.org)

#### Address.

Level 1, North Building  
180 London Circuit  
Canberra ACT 2601

#### Post.

PO Box 1545  
Canberra ACT 2601

#### Opening hours.

Wednesday-Saturday | 12pm-4pm  
Or by appointment.

Craft + Design Canberra is recognised as a leading centre in contemporary Australian craft and design, with a vision to strengthen the dynamic link between the arts – as encompassed in the craft sector – and the broad creative industries and design sector.

### **Duty Statement**

The Membership Officer is responsible for the coordination and administration of the Craft + Design Canberra membership program and member public programs, professional development and initiatives. Membership services are developed with the aim to increase membership and to meet Craft + Design Canberra's purpose to foster development, promote, and encourage excellence in professional craft and design practice in Canberra.

### **Key responsibilities**

- Work collaboratively and harmoniously with all other staff members and the Board of Management, making a positive contribution to team culture.
- Establish and nurture productive and congenial working relationships with the Craft + Design Canberra members.
- Assist with growing the membership program, implementing initiatives to increase membership, recruiting new members and transitioning members through levels.
- Oversee all aspects of membership administration including insurance package and member benefits.
- Manage and report on yearly membership survey.
- Liaise with the insurance provider to ensure the insurance package is current and our insured membership listing is up to date.
- Manage membership expiry and renewal processes.
- Administer the Membership Sub-Committee.
- Manage the Membership database implementation in Monday.com, our new Customer Relationship Management system.
- Manage programs for members.
- Assist with the management of programs in the Craft + Design Canberra Festival.
- Implement the principles and practices of Workplace Health and Safety; and Equal Opportunity; and develop and deliver established policies and procedures for security and safety of people, artwork, and facilities in a complete, consistent and timely manner.

## **Selection criteria — essential**

The successful applicant will have:

1. Excellent interpersonal and teamwork skills with the ability to work as a productive contributor in a small team and establish positive working relationships with staff, board, Craft + Design Canberra members, artists, sponsors, internal and external stakeholders.
2. Demonstrated experience of coordinating membership programs (or similar) and understanding of small organisations (preferably in the arts sector).
3. Organisational and administrative skills including the ability to be able to manage and prioritise a high-volume workload (including multitasking, self-direction, initiative, and flexibility).
4. Excellent oral communication, interpersonal and presentation skills with the ability to work as a productive contributor in a small team and with external stakeholders.
5. Written communication skills with experience preparing and editing emails, reports, contracts, and marketing text.
6. Knowledge of craft, design, and art techniques and theories.
7. Digital literacy skills with the ability to use Microsoft Office, Canva, and social media.
8. Capacity for after-hours and weekend work, particularly for programs, exhibition openings and events, and intensively during the Craft + Design Canberra Festival.
9. Demonstrated openness to accept performance feedback and willingness to commit to continuous improvement.

### **Essential**

- Responsible Service of Alcohol Certification
- First Aid Certificate

### **Desirable**

- Drivers Licence
- Working with Vulnerable People Card

### **Special conditions**

- Evening and out of hours work will be required for exhibition openings, programs, some Saturdays and during the Craft + Design Canberra Festival.
- In alignment with Craft + Design Canberra's flexible work policy new employees are invited to sign an Individual Flexibility Agreement after signing their Contract of Employment.
- Successful applications will be subject to a 6 month probation period as part of their initial contract of employment.

### **How to apply**

To apply for the position email:

1. A two-page (maximum length) letter outlining your experience and suitability for the essential selection criteria.
2. A copy of your Curriculum Vitae
3. The names and contact details of two referees including your current supervisor.

Please email your application to:

Moraig McKenna, Assistant Director Engagement, Craft + Design Canberra at [moraig.mckenna@craftanddesigncanberra.org](mailto:moraig.mckenna@craftanddesigncanberra.org)