

MEMBERSHIP MANAGER

Salary: \$70,000 (pro-rata) + Superannuation and Entitlements

Location: Hybrid

Employment Type: Part-Time (30.4 hours/week – 4 days) – Permanent

Reporting to: CEO

Applications Close: COB Thursday 31 July 2025

Apply via email to: ceo@architeam.net.au

About ArchiTeam

Established in 1991, **ArchiTeam Cooperative** is a membership association for Australian architects working in small, medium, and emerging practices. Democratically run by members, for members, ArchiTeam supports over 1000 members nationally and provides advocacy, community, and services tailored to small practice needs.

We are currently undergoing a growth phase as the significance of small architectural practices is increasingly recognised across the industry. ArchiTeam provides a platform for members to actively shape the future of the cooperative and the profession.

About the Role

The **Membership Manager** is a highly organised, proactive, and enthusiastic team member who plays a key role in supporting ArchiTeam's national network. This role manages membership administration and supports member engagement, events, and services, with a strong focus on member acquisition and retention.

Working closely with the CEO, Partnerships Manager, and Membership & Events Administrator, the Membership Manager will also coordinate aspects of the Continuing Professional Development (CPD) program and other initiatives that contribute to a positive member experience.

Main Tasks and Responsibilities

Membership

- Respond to day-to-day membership enquiries via email and phone
- Maintain an up-to-date membership database (Salesforce)
- Process new member applications and renewals, including issuing invoices
- Prepare and send welcome packs to new members
- Generate monthly membership statistics reports for the CEO and Board

Member Services

To be managed by the Membership Manager with support from the CEO, Partnerships Manager, and administrative staff:

- Coordinate a range of member services, including the CPD committee and events program (approx. 6 sessions annually)
 - Oversee event logistics, including online education setup (CPD Online), and issue formal CPD certificates
 - Assist with event administration, including invitations, speaker coordination, and research
 - Research and prepare reports on potential new member services and initiatives
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Key Responsibilities

- Provide timely and professional support to members and prospective members
 - Manage the membership database to ensure accuracy and functionality
 - Support the CPD subcommittee and manage CPD event budgets and delivery
 - Maintain digital records, data entry, and file management
 - Operate and manage online event platforms and portals
 - Provide administrative assistance across the organisation
 - Respond to staff and stakeholder requests for information as needed
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Desirable Skills and Experience

- Qualifications and/or experience in membership management or office administration
 - Experience in a membership association or not-for-profit organisation
 - Experience supporting committees, including minute-taking and report writing
 - Strong attention to detail, especially in data entry and written communication
 - Proficiency in tools such as Microsoft Office, Salesforce, Zapier, Adobe Suite, Google Workspace, SurveyMonkey, and Tally
 - A positive 'can-do' attitude with a high level of initiative
 - Excellent organisational and interpersonal skills
 - Ability to multitask, prioritise effectively, and meet deadlines under pressure
 - Strong customer service orientation; a team player who can also work independently
 - Knowledge of architecture and/or insurance is advantageous
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Key Details

- **Contract:** Part-time, permanent

- **Hours:** 30.4 hours/week (4 days) – flexible days; 2 days in the North Melbourne office, 2 days working from home
 - **Work Hours:** Monday–Friday, 9:00am – 5:00pm
 - **Note:** Occasional early morning and evening work required for events
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How to Apply

To apply, please submit:

- A **cover letter** addressing how you meet the key criteria
- Your **current CV**

Email your application to ceo@architeam.net.au by **COB Thursday 31 July 2025**.