



Order of Australia Association Victoria Branch

Membership Secretary Position Description

Position Description to be read in conjunction with 'Key responsibilities for all OAA VIC Branch Office Bearers and Committee members' and the Meeting & Events Schedule

Purpose of Position

To undertake the administrative requirements of membership management including growth and retention on behalf of the Victoria Branch, including liaison with the National Membership Officer (NMO), National Membership Director (NMD) and VIC Regional Groups.

Membership Secretary

Database Management

With access to restricted functionality, use the national membership database to:

- a) Update (edit) membership data
- b) Allocate new members to Regional Groups using postcode list on OAA national website under VIC Regional Groups, same data used by NMO for national database.
- c) Download Excel quarterly membership reports for VIC Branch committee and Regional Groups.
- d) Perform limited membership queries
- e) When required send bulk emails to members with email addresses

Provision of Membership Data to and Liaison with Regional Groups

- a) Maintain a list of Regional Group Representatives authorised by VIC Branch Chair to receive membership data
- b) Provide quarterly membership updates to authorised Regional Group Representatives
- c) Email Order of Australia Australia Day and King's Birthday honours and awards list to authorised Regional Group Representatives in line with OAA national guidelines.
- d) Provide ad hoc membership updates to authorised Regional Group Representatives for use when communicating with members in their Regional Group.
- e) Provide timely advice of new members, deaths, members written off and change of contact details to Regional Group Representatives.
- f) Deal with ad hoc queries from Regional Group Representatives and Branch members and refer to VIC Branch Chair, NMO or NMD if necessary.

Member Communications

- a) Send Victoria Branch communication to members with email addresses via the national membership database authorised by the VIC Branch Chair.
- b) Follow up members in arrears on advice from the National Membership Officer including emailing list of members in arrears to their respective Regional Group for further follow up.

- c) NMO follows up three-year members in arrears not Branches or Regional Groups.
- d) Email Annual General Meeting Notice of Meeting to VIC Branch e-database.

Reporting

- a) Include quarterly membership report in VIC Branch committee agenda pack.
- b) Provide ad hoc reporting as asked by VIC Branch committee members.

Current 24 January 2025