

ROYAL ACADEMY OF DANCE

Document:	POSITION DESCRIPTION
Position Title:	Membership Coordinator
Reports to:	National Director
Location:	Darlinghurst, NSW
Term:	Permanent part time – 22.5 hrs
Salary:	

Position Summary

We are seeking an exceptional Membership Coordinator to deliver our strategy focused on growth and customer service. The role is responsible for the development of partnerships and member benefit initiatives as well as membership administration and renewals.

About us:

With over 13,000 members spread across 85 countries, The Royal Academy of Dance (RAD) is one of the largest and most influential dance education and training organisations in the world. Established in 1920, to improve standards and re-invigorate dance training initially within the UK, the Academy helps and encourages its teachers to perfect their teaching skills and pass on this knowledge to their students.

RAD Australia, established in 1935, is currently the largest RAD office outside of the UK, with approx 1,500 members nationally servicing approximately 50,000 dance students each year. Every year more than 23,000 students take RAD exams nationally, and over 8,000 participate in our student events and courses. We have some 100 students studying annually on our Teacher Training programmes and offer a comprehensive Continuing Professional Development Programme.

Our Vision:

To be a global leader of excellence in dance education, inspiring future generations of teachers and dancers.

Our Values:

- **Creative Innovators**
- **Champions of Wellbeing**
- **Open to All**
- **Happy to Help**
- **Exceptional Together**

About the Position:

The Membership Coordinator is responsible for the design, plan, and implementation of a RAD Membership Strategy to grow engagement with RAD, increase RAD membership across all categories and develop partnership and member benefit initiatives and professional development opportunities for members. The position is responsible for the administration of portfolio activities and the provision of exceptional customer service and support to existing and new members.

Duties and responsibilities:

Implement a Membership Strategy in accordance with RAD strategic, operational, values based and governance requirements that incorporates the following core elements:

- Initiatives that grow the membership of RAD Australia.
- Manage member benefits scheme and explore opportunities to develop member benefits and new membership categories.
- Work collaboratively with the Continuing Professional Development Coordinator to identify and deliver professional development activities for members and the dance industry more broadly.
- Work collaboratively with the Marketing Manager on strategies to promote and grow RAD membership.
- The development and extension of third-party stakeholder networks, liaisons, and partnerships.
- Represent RAD at external events and trade shows.
- Explore opportunities to develop and increase student participation in the RAD National Student Awards programme through the student membership category.
- Administer and maintain all aspects of membership administration in the RAD CRM, including but not limited to renewals, new members, and FoE student memberships.
- Design and implement strategies to ensure that members satisfy all membership requirements including new initiatives as introduced.
- Work collaboratively across departments that intersect with membership activities.
- Establish and foster partnerships with government and non-government organisations to further the objectives of the RAD and inspire the world to dance.
- Provide customer service support to RAD members with general enquiries in a timely manner.

General:

- Foster and promote a collaborative, problem solving work culture horizontally between departments and vertically within the department through to the National Director.
- Maintain open communication and strong working relationships with RAD staff and stakeholders.
- Attend meetings, provide reports and updates with quality input.
- Manage issues professionally and in accordance with the RAD policies and procedures.
- Reflect the RAD values in the everyday work environment and promote and foster a collaborative workplace culture.
- Promote and foster an inclusive work culture that celebrates diversity.
- Actively promote a positive working culture within the RAD.
- Comply with WHS legislation and participate in the health and safety of all staff, volunteers, visitors, and contractors.
- Ensure the strict adherence to the RAD safeguarding policy and procedures.

About you:

- Relevant tertiary or VET qualifications in Administration, Management, or Business.
- Experienced in building and servicing membership portfolios.
- Strong time management skills including working to deadlines, planning and prioritising work, while attending to detail at all times.
- Excellent working knowledge of Microsoft Office (Word, Excel, PowerPoint), as well as booking or ticketing databases and CRMs.
- Excellent communication skills, both written and verbal.
- Ability to manage budgets and ensure delivery of activities and services in line with budget parameters, identify efficiencies and cost savings.
- Capacity to build and maintain good working relationships with a diverse range of people.
- Ability to solve and respond to day-to-day queries and escalate to seek advice and direction when required.
- Strong customer service skills and a commitment to a 'customer-first' approach.
- Ability to be flexible with working hours, particularly when delivering key events, work weekends on occasion and travel interstate where required.
- Knowledge and understanding of the RAD, dance school operations, and the dance industry broadly.
- Knowledge or experience of the performing arts and/or not-for-profit sector desirable.

To be eligible for this position:

- Applicants must have existing Australian work rights.
- Staff undertaking this role will be subject to relevant National Police Checks and Working with Children Check.
- Willing to undergo and maintain Basic First Aid certification.
- Driver's licence

The RAD Commitment to the safeguarding of children and adults at risk

The RAD has a 'duty of care' to provide a safe environment for and to promote the health and well-being of children, young people and adults at risk. The RAD takes all reasonable steps to ensure that safeguarding and promoting the welfare of children and adults at risk is embedded in our contact with them through the training and activities we provide. The RAD ensures that children and adults at risk are well protected and that there is a system in place to safeguard their welfare.

The RAD believes that the welfare of the children and adults is paramount, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation have the right to equal protection from all types of harm or abuse.

The RAD has adopted '[Policy and procedures on safeguarding children and adults at risk](#)'

- to facilitate protection for children under the age of 18 years and adults at risk during any activity provided by the RAD.
- to provide staff with procedures to follow in the event that they suspect a child or adult at risk may be experiencing abuse or be at risk of abuse or harm.
- to protect children and adults at risk where there is a concern about the behaviour of an adult, including a member of RAD staff.
- to assist all individuals at the RAD to meet their duty of care to safeguard all children and adults at risk who take part in RAD activities.
- to uphold our duty to have due regard to the need to prevent people (children, adults at risk and students) from being drawn into terrorism, known as the Prevent Duty, and
- to ensure that where RAD staff, RAD Trustees, RAD Subcommittee members, Trustees, students, Examination and Region students or visitors have concerns about the welfare of children or adults at risk, they are in a position to take appropriate steps to address them.

The RAD is committed to ensuring effective recruitment, selection and vetting as part of its commitment to safeguarding,

- The RAD will ensure that safe practice is integrated into all recruitment, selection, vetting and induction processes.
- The RAD has policies on the vetting of all staff, including working with children checks, the recruitment of ex-offenders and the secure storage, use, retention and disposal of disclosures and disclosure information.
- The RAD requires all employees and those working with children or vulnerable adults during RAD activities complete the working with children check in the state of their residency.
- Young people under the age of 18 years will not be employed in positions where they are responsible for teaching or supervising children and students under the age of 18 years.