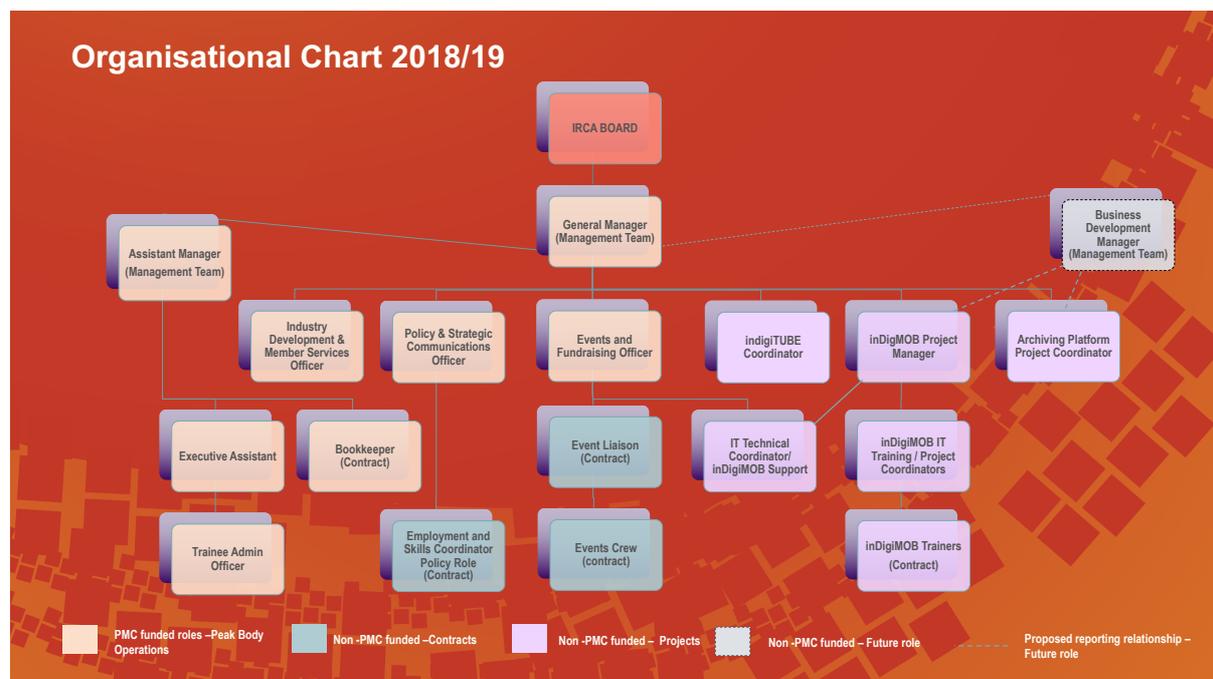


Industry Development & Member Services Officer

The role

The Industry Development & Member Services Officer is a key part of the peak body team with a focus on identifying and implementing initiatives for industry development and capacity building, and developing membership services and support. This role will work closely with the General Manager and other officers to implement the recommendations of the Employment and Skills Development Strategy and Action Plans. The role will oversee advisory groups to facilitate knowledge sharing and to build leadership, business acumen and governance expertise in the First Nations media sector. The role also includes building good working relationships with members and responding to members' needs.

Where the role fits



Key responsibilities

1.	<p>Industry Development</p> <p>Webinar Series Coordination: Contribute to a regular series of webinars (in conjunction with other FNMA staff and stakeholders) for industry development and workforce development and other related topics and updates.</p> <p>Income Generation Opportunities: Identify new funding opportunities (including philanthropic), and other potential income streams and service delivery/ sales options for member organisations. Promote these opportunities to members via FNMA website, newsletter, webinars and other means.</p> <p>Sector promotion: In conjunction with Management and the communications team, promote the sector and its unique capacity and services to external</p>
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	<p>stakeholders, funders and potential clients. Identify effective ways to increase awareness of, and support for, the sector.</p> <p>Capacity Building: Develop/collate online resources and tools to support organisational capacity building of members in areas such as management systems, business acumen, governance, communications, project management, fundraising/reporting etc.</p> <p>Case Studies: Collate and share case studies of effective industry development activities being undertaken in the sector or related sectors. Encourage members to present good practice activities at events, in FNMA newsletter/ website or via webinars.</p> <p>Research: Work with Policy Officer to collect relevant data to assist in evaluating sector capacity and needs in areas of finance, equipment/facilities, employment, training, strategic planning.</p> <p>Governance development: Provide resources and information to support governance development for Board members of First Nations media organisations.</p>
<p>2.</p>	<p>Membership Services</p>
	<p>Develop and implement a Membership Services Plan to deliver a suite of relevant member services. Services may include:</p> <ul style="list-style-type: none"> • Online member resources • Basic website and radio streaming support • Inclusion on indigiTUBE app • Employment and training opportunities page • Funding opportunity updates for the sector on the webpage • Identification and development of member benefits such as arrangements for discount on travel, accommodation, technical equipment, training, APRA/PCCA/AMCOS discounts to members • Content sharing and special event coverage sharing opportunities • Webinar series • Other services as identified by member needs. <p>Develop a Membership Engagement Plan to promote and drive membership growth.</p> <p>Update membership forms, brochures and online information.</p> <p>Develop online forums, post-activity feedback forms and website link to invite member input, ideas and feedback.</p> <p>Facilitate direct assistance to member organisations upon request, as capacity allows, as fee-for-service or through third party providers. Keep records of requests and resulting actions.</p> <p>Liaise with communications team and other relevant staff to produce event documents and communication material and keep members informed. This may include event programs, Festival Pictorial Magazine, CONVERGE Outcomes reports, invitation to training and events, press releases and online newsletters.</p>



3.	Workforce Development
	<p>E&SD Strategy: Implement recommendations and Action Plans of FNMA's Employment and Skills Development Strategy 2018, including seeking resourcing to enable implementation.</p> <p>Job and Training Opportunities: Identify and promote employment and professional development opportunities for broadcasters, media practitioners and management staff working in the sector through exchanges, traineeships, study trips, secondments and other avenues as identified.</p> <p>Skills Workshops: Work with FNMA staff and external providers to organise skills development workshops/seminars for the CONVERGE national conference, the biennial Remote Indigenous Media Festival and other industry events to meet identified areas of skills needs and interests within the sector.</p> <p>Skills Directory: Develop and maintain the online register of media practitioners' skills and experience.</p>
4.	Advisory Groups
	<p>Facilitate industry advisory groups to enable knowledge sharing, planning and sector capacity building in areas such as:</p> <ul style="list-style-type: none"> • Employment and skills development • content development and sharing • technology and software • news and current affairs • archiving • other areas of focus identified by the sector.
4.	General
	<p>Provide weekly (or fortnightly) written reports of work undertaken (in Smartsheet or similar program as directed) for discussion with General Manager.</p>

Other duties which may be undertaken: Projects as directed by the General Manager.

Competencies required

- Strong business acumen and organisational development skills.
- Excellent written and oral communication skills.
- Demonstrated project management skills.
- Good working knowledge of governance.
- Ability to work effectively with diverse internal and external stakeholders.
- Ability to set and meet timeframes and outcomes.
- Ability to work independently and as part of a team.
- Current drivers licence and 4WD experience.

Desirable knowledge and experience

- Knowledge of, or ability to acquire knowledge of the First Nations media industry.



- Demonstrated knowledge and understanding of Aboriginal and/or Torres Strait Islander communities and the issues affecting Aboriginal and/or Torres Strait Islanders.
- Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islanders.

KPIs

1. A series of Industry development resources and tools established to support organisational capacity building in key areas of need within 12 months.
2. Key recommendations from the Employment & Skills Development Strategy are implemented, or actions undertaken to implement longer term recommendations, within 12 months.
3. A Member Services Plan is developed within six months of commencement.
4. A Membership Engagement Plan is developed within six months of commencement to increase annual membership and retention.
5. Additional membership services (2-3) and resources developed within 6 months of commencement.
6. Channels / forums for membership feedback and input established within six months of commencement.
7. At least two advisory groups are established and operating within 6 months of role commencement.
8. A calendar of monthly webinars is run as scheduled.
9. Online register of industry practitioners' skills and experience set up within 6 months of commencement.

This is an Indigenous identified position.