



Position: **Membership Administrator (Full Time)**

Location: **National Office, Wellington**

The New Zealand Nurses Organisation, Tōpūtanga Tapuhi Kaitiaki o Aotearoa (NZNO), is the lead professional nurse's organisation and union for nurses. Our job and responsibility is to represent more than 63,000 nurses, midwives, students, kaimahi hauora, and health workers in Aotearoa/ New Zealand. We represent the interests of nurses on professional and employment related matters and we are affiliated to the International Council of Nurses (ICN) and the New Zealand Council of Trade Unions (NZCTU). NZNO embraces Te Tiriti o Waitangi and works to improve the health status of all people of Aotearoa/New Zealand through participation in health and social policy development.

Position Purpose:

To provide professional interactions with members, potential members and employers and accurately administer all aspects of NZNO membership systems and processes.

Key Responsibilities	Performance Expectations
Membership and membership related processing and reconciliation	Process and reconcile membership fees accurately and within appropriate timeframes Credit/debit card payments made through EFTPOS daily. Assess and process lower fee for special circumstances as per the Board's criteria Assist with all month end membership processes including monthly non-financial member notifications emailed/posted, members student invoices, student conclusion process etc.
Maintenance of membership / membership related data	Maintain accurate membership records and data Process new member applications and resigned members requests daily Process Employment Relations Act 2000, S62A forms
Engage with members / potential members and employers	Deal with incoming calls / contacts in a timely and professional way updating records as appropriate

Other Duties	Provide cover and support for Membership Team as required and undertake any other duties as directed by the Membership Manager as required.
Health & Safety Complies with the Health & Safety at Work Act 2015 by:	<ul style="list-style-type: none"> • Takes reasonable care of their own health and safety and ensuring that their actions don't adversely affect the health and safety of others. • Following all NZNO health and safety policies and procedures, including <ul style="list-style-type: none"> ▪ Accurately reporting all accidents, incidents and near misses in a timely manner ▪ Identifying and assessing work related health and safety hazards and risks Participating in health and safety initiatives.

Key relationships

All NZNO employees have a responsibility for managing relationships with some / all of the key stakeholders we work with. In this role, the key relationships to be developed are as follows:

Reports to:	Membership Manager
Internal NZNO relationships:	Membership staff MSC Call Advisors Finance staff Other NZNO staff
External Relationships:	NZNO Members Bankers Employers



Core NZNO Competencies

Ethics, integrity, and values	Supports NZNO vision and values, understands organisational structures to complete assigned tasks or projects, plans and organises work in an efficient manner, has values aligned with the organisation and acts accordingly, personally, and consistently demonstrates 'right' behaviour, actions are unbiased and consistent.
Cultural	Being cognisant of the culture base of people in your service area, awareness of cultural safety and knowledge (understanding tikanga Māori, Te Reo Māori, Māori Health) being aware of ethnicity, valuing diversity and being aware of how culture influences behaviour.
Member focus	Ably discovers, understands, and meets needs of members, gives members priority and responds quickly to member concerns, build positive member relationships, acts in a professional manner at all times.
Communication and teamwork	Relates well to people verbally and in written form, build rapport with all levels inside the organisation, listens well, works collaboratively with others, and is organisationally sensitive, handles conflict while preserving rapport, works well with a diverse workforce, ability to understand and adhere to good file and record management practices.
Problem solving & Planning and organising work	Able to define problems and find causes, devises workable solutions, demonstrates the ability to work within timelines and organisational structures to complete assigned tasks or projects, plans and organise works in an efficient manner.
Results orientation	Exhibits commitment to goals and constantly delivers results, demonstrates personal initiative and independent motivation to achieve goals and objectives.

Role specific / technical competencies

Competency	How this will be demonstrated in this role
Business Technical Knowledge	<ul style="list-style-type: none"> • Knows the business and its membership related systems and processes and has the necessary technical expertise and skill • Demonstrates mastery of required job-related knowledge (technical, professional, or managerial) and mastery in performing essential job requirements • Has and/or develops credentials to maintain or expand knowledge skills and expertise • Manages work comfortably within a variety of databases or customer records systems
Detail Orientation/ Accuracy	<ul style="list-style-type: none"> • Is accurate and methodical with details and numbers • Successfully manages many small tasks or processes with many details • Verifies all work; recognises flaws or errors others may overlook • Demonstrates methodical, clear, logical thought and problem-solving processes • Operates effectively under pressure
Analytical Skills	<ul style="list-style-type: none"> • Interprets and digests complex information. • Applies logic and sound critical thinking to astutely evaluate presented materials, data, or positions • Identifies flaws in reasoning but integrates good judgement in presenting findings • Creates insightful and comprehensive reports • Devises methods for improving processes
People Skills	<ul style="list-style-type: none"> • Displays empathy • Behaves professionally • Has well developed oral and written communication skills • Has a good telephone manner and deals effectively with difficult situations and people under stress • Works well with, and contributes to their team • Be methodical with clear, logical thought and problem-solving processes. • Be able to work as part of a team and with minimal supervision once trained.

These values capture the intention of NZNO staff to model union and professional principles of working co-operatively towards shared goals.

NZNO staff refers to both management and non-management staff of NZNO.

Teamwork

- ✓ We value diversity in our staff and recognise each other's strengths
- ✓ We ask for and provide support to each other including to meet work deadlines
- ✓ We identify, acknowledge, and celebrate achievements
- ✓ All staff are equally important to the success of NZNO
- ✓ We take and create opportunities to contribute to timely and informed decision making.

Professionalism

- ✓ We reflect on the Treaty of Waitangi implications of our work
- ✓ We reflect on the gender implications of our work
- ✓ Communication is timely and constructive with solutions offered with concerns that are raised
- ✓ We take and create opportunities to develop skills and competencies for ourselves and others
- ✓ We treat others with courtesy.
- ✓ We work to plans that enable us to achieve priority work within paid hours
- ✓ We come prepared to meetings and use the time constructively

Accountability

- ✓ We test our actions by asking "what would members think"
- ✓ We take and create opportunities to strengthen the participation of members within the organisation and on behalf of the organisation
- ✓ We use our resources, including others' time, wisely and efficiently
- ✓ We take responsibility for our actions and decisions

Safety

- ✓ We treat each other with respect, consideration, sensitivity, and fairness
- ✓ We commit to making a safe environment
- ✓ All staff are supported to take regular leave
- ✓ Workloads and goals shall be achievable and measurable
- ✓ We share our experience within a learning environment