



## Manager, Communication & Member Services

(part-time contracted role covering extended leave)

### ORGANISATIONAL CONTEXT

The Tasmanian Forests and Forest Products Network; TFFPN (the Network) supports a productive, sustainable, and profitable forest industry by providing a platform for greater connection, cohesion, and collaboration. The Network is a member driven organisation whose core role is to be a communication hub to connect and support members across the whole supply chain to build pride and improve social, economic, and environmental outcomes for the forest industry in Tasmania.

The Network is an independent non-profit organisation governed by an industry board and funded by industry to enable free membership. More information on the Network is found [here](#).

### POSITION PURPOSE

With our existing Communication and Member Services Manager going on extended leave, there is an opportunity for an exceptional candidate to step in and take the reins of this pivotal role in the Network. The Manager, Communication and Member Services is responsible for the implementation of strategies to effectively communicate with members, funding partners, stakeholders and the Tasmanian community. The position will also actively liaise with and manage members, developing and implementing events and strategies to grow the reputation of the Network.

### POSITION DETAILS

**Position: 0.6 FTE contracted from March to October 2024.**

**Individuals are encouraged to apply, and EOIs from consultancies are welcome, noting the requirement to provide one point of contact for the Network.**

**Reports to: Network Convenor**

**Location: TBD**

### POSITION ACCOUNTABILITIES

As a very small organisation there is a high degree of flexibility and adaptability required in this role. Duties and responsibilities include, but are not limited to the following:

- Implement existing strategies and products to assist the TFFPN to effectively communicate with members, partners and stakeholders;
- Act as the point of contact for the Network relating to the provision of services and managing member experience and profile including researching member needs;
- Develop and deliver innovative communication material, stories and content, particularly in the digital environment, including producing the monthly newsletter, website and social media content and promote events, partners and Network initiatives;
- Coordinate Network working groups and other Network meetings as required, managing agendas, minutes and providing an executive role as needed to ensure outcomes and critical dates are met;
- Develop and implement proactive engagement activities for members and partners, and identify opportunities to enhance the organisation's reputation;
- Manage Financial Partnerships and stakeholders to achieve the objectives of the TFFPN and for the benefit of the forest industry;
- Maintain databases, website updates; and

- Manage and deliver Network events e.g., regular breakfasts, Agfest Forest Industries Site, forum and dinner, and others.

## QUALIFICATIONS, SKILLS, ABILITIES AND EXPERIENCE

### Essential

- Demonstrated experience in communications/marketing/public relations/stakeholder engagement
- Advanced written and verbal communication skills
- Proven ability to successfully develop and implement innovative and effective communication products
- Ability to manage digital media platforms
- Proven ability to manage a member services approach and to grow member base
- Analytical and diagnostic skills and make and implement decisions
- Exceptional organisational and planning skills

### Desirable

- Communications/Marketing or similar degree
- Knowledge of—or experience working in—the Tasmanian forest industry

## CAPABILITIES

- *Interacting and Presenting*  
Communicates and networks effectively. Successfully persuades and influence others. Relates to others in a confident and relaxed manner.
- *Analysing and Interpreting*  
Shows evidence of clear analytical thinking. Gets to the heart of complex problems and issues. Applies own expertise effectively. Quickly learns new technology. Communicates well in writing.
- *Creating and Conceptualising*  
Open to new ideas and experiences. Seeks out learning opportunities. Handles situations and problems with innovation and creativity. Thinks broadly and strategically. Supports and drives organisational change.
- *Organising and Executing*  
Plans ahead and works in a systematic and organised way. Follows directions and procedures. Focuses on customer satisfaction and delivers a quality service or product to the agreed standards.
- *Adapting and Coping*  
Adapts and responds well to change. Manages pressure effectively and copes well with setbacks.
- *Enterprising and Performing*  
Focuses on results and achieving personal work objectives. Works best when work is related closely to results and the impact of personal efforts is obvious. Shows an understanding of business commerce and finance. Seeks opportunities for self-development and career advancement.
- *Organisational Values*  
Demonstrated commitment to the promotion of the organisational values and ensures all tasks are completed safely and consistently with the values.

## HOW TO APPLY

Email a current CV along with a one-page cover letter demonstrating your suitability to the role, to Sue Grau (Network Convenor) at [sue.grau@tffpn.com.au](mailto:sue.grau@tffpn.com.au). For queries relating to the role, please email Sue directly.

Applications close at 5pm Friday 16 February 2024.