



VOLUNTEER POSITION DESCRIPTIONS: MEMBER SERVICES & DEVELOPMENT WORKING GROUP

The Terms of Reference of the IAIM Member Development and Services Working Group are to:

- act in the best interests of the Association and its members;
- to elect their own Chairperson at the commencement of each term;
- provide assistance to the Membership Officer in the delivery of their role;
- provide advice to the Management Committee on all matters associated with the association's membership services;
- deliver member services in a timely and efficient manner, in accordance with IAIM policies and directions of the Management Committee;
- monitor member retention rates;
- undertake activities designed to improve services to current members, to improve member retention rates, and to attract new financial members to the Association;
- report to the Management Committee and general members of IAIM on the activities of the working group;
- make the Management Committee aware of any compliance, legal, ethical or other issues in relation to member services that come to their attention;
- provide practical support the Management Committee and other volunteers on issues affecting member services;
- undertake reviews and evaluations of member services and needs as scheduled or as needed;
- coordinate the delivery of annual elections for the IAIM, and
- provide development opportunities for potential, future volunteers in the organisation.

The IAIM Australia Member Development and Services Working Group do not have any authority to make decisions or approvals on behalf of IAIM Australia.

Membership of the IAIM Australia IT and Communications Working Group shall consist of:

- One (1) publications editor;
- One (1) publications sub-editor;
- One (1) resource centre coordinator;
- One (1) member feedback & consultation coordinator;
- One (1) election and census coordinator;
- One (1) Rural and Remote representative;
- One (1) CIMI representative;
- One (1) Student representative; and
- General/ occasional helpers as required.

The Membership Officer will act on behalf of the Management Committee to provide support and liaison to the Working Group.

The IAIM Australia Membership Development and Services Working Group shall meet on-line, in accordance with IAIM Australia procedures and guidelines, not less that every three months in August, November, February and May. In addition, members of the working group are expected to maintain informal, regular communication with each other as required to fulfill their roles.

Detailed position descriptions are listed below:

PUBLICATIONS EDITOR

Position overview

The IAIM Publications Editor is a volunteer position responsible for the timely production and delivery of quality IAIM publications, including the newsletter.

This role will predominately oversee the production of the IAIM newsletter(s) to subscribers. The newsletter is one of the key member services offered to members of IAIM. This position needs a motivated and enthusiastic person who is committed to continually developing and improving the newsletter and meeting the needs of a diverse audience. The IAIM Newsletter is delivered every two months. In partnership with the sub-editor, this position will be responsible for all aspects of newsletter design, production and distribution. The role will also involve liaising with volunteers and external people to develop content for the newsletter.

The Publications Editor will also be responsible for the production, design and publication of the IAIM Annual Report and other occasional publications.

This role is supported by the Publications Sub-Editor.

Essential position functions

- Participate in the activities of the IAIM Member Development and Services working group in accordance with the relevant policies, and provide assistance and input into the activities of the Working Group.
- In all activities reflect the interests of IAIM Australia, and act in accordance with the association policies, procedures and philosophy.
- Manage own workload to ensure scheduled activities are undertaken as planned.
- Notify the Management Committee if experiencing any difficulty in meeting the responsibilities and requirements of the role.
- Oversee and prepare the IAIM Newsletter every two months.
- Oversee and prepare the IAIM Annual Report by September 30 each year.
- Oversee and prepare other IAIM publications from time-to-time.
- Research, and become familiar with copyright and publishing laws, and ensure that IAIM publications comply with required legislation.
- Use agreed processes to consult with stakeholders to identify goals, strengths and opportunities for improving the IAIM newsletter and annual report publication, and (through the working group) make recommendations to the Management Committee about goals that are realistic, measurable and timely.
- Contribute to the achievement of planned goals.
- Establish and monitor statistics to understand the needs of readers, and prepare these for reporting to the Management Committee.
- Contribute to the development of policies and procedures associated with the role.
- Notify the IAIM Calendar Coordinator of any scheduled tasks, activities or events associated with the role.

Time commitment

- It is estimated that, as a general rule, the time commitment required to undertake this role successfully will be around 5 hours per week. This may increase to 10-12 hours during high-demand periods.

Resources

- In order to fulfill the functions of this role effectively, the volunteer will need to have their own, reliable computer with high-speed internet access, an email account that they regularly check, and access to a landline telephone. Office software (either Word 2007 or any version of publisher) would be a distinct advantage. Very occasional travel (e.g. to organise printing or copying of the newsletter, or postage) may be required. The volunteer will be responsible for all costs associated with these resources.
- Any other resources required by the volunteer to fulfill their role (e.g. training, software, etc) will be provided at the expense of the IAIM, subject to the approval of the Management Committee.

Skills

This volunteer role will best be suited to someone with some of the following:

- Ability to work effectively within the policies, procedures and philosophy of the IAIM.
- Skills and experience in publishing desk-top media or newsletters to a high standard.
- Experience in writing and/ or editing articles for technical, professional and/ or popular audiences.
- A creative design flair and the ability to put design principles into practice.
- An understanding of the needs and expectations of the IAIM members, and a willingness to consult and listen to feedback.
- Research skills.
- Sound writing skills, with an excellent grasp of grammar, punctuation and spelling conventions, and an ability to sensitively and respectfully edit the work of others.
- Ability to work as a part of team, and to contribute to the overall objectives of the Member Development and Services Working group, and the IAIM as a whole.
- Ability to provide mature leadership, support and encouragement to other volunteers, and to give clear directions in the delegation of tasks.
- An ability to remain calm under pressure and to meet deadlines.

PUBLICATIONS SUB-EDITOR

Position overview

The IAIM Publications Sub-Editor is a volunteer position responsible for supporting the Editor in the timely production and delivery of a quality IAIM publications.

This role will participate in the production of the IAIM newsletter(s) to subscribers. The newsletter is one of the key member services offered to members of IAIM. The IAIM Newsletter is delivered every two months. In partnership with the Editor, this position will contribute to newsletter design, production and distribution. The role will also involve liaising with volunteers and external people to develop content for the newsletter.

The Sub-Editor will also be assist with the production, design and publication of the IAIM Annual Report and other occasional publications.

This role is supported by the Publications Editor.

Essential position functions

- Participate in the activities of the IAIM Member Development and Services working group in accordance with the relevant policies, and provide assistance and input into the activities of the Working Group.

- In all activities reflect the interests of IAIM Australia, and act in accordance with the association policies, procedures and philosophy.
- Manage own workload to ensure scheduled activities are undertaken as planned.
- Notify the Management Committee if experiencing any difficulty in meeting the responsibilities and requirements of the role.
- Work in partnership with the Editor to prepare the IAIM Newsletter every two months.
- Work in partnership with the Editor to prepare the IAIM Annual Report by September each year.
- Assist the Editor with the publication of other documents from time-to-time.
- Liaise with other volunteers and external contributors to ensure that content is received in a timely fashion.
- Contribute to the development of policies and procedures associated with the role.
- Notify the IAIM Calendar Coordinator of any scheduled tasks, activities or events associated with the role.

Time commitment

- It is estimated that, as a general rule, the time commitment required to undertake this role successfully will be around 5 hours per week, increasing to approx. 10 hours in the week prior to newsletter publication and distribution. It is expected that production of the annual report will also increase the workload to approx. 10 hours per week.

Resources

- In order to fulfill the functions of this role effectively, the volunteer will need to have their own, reliable computer with high-speed internet access, an email account that they regularly check, and access to a landline telephone. Office software (either Word 2007 or any version of publisher) would be a distinct advantage. Very occasional travel (e.g. to organise printing or copying of the newsletter, or postage) may be required. The volunteer will be responsible for all costs associated with these resources.
- Any other resources required by the volunteer to fulfill their role (e.g. training, software, etc) will be provided at the expense of the IAIM, subject to the approval of the Management Committee.

Skills

This volunteer role will best be suited to someone with some of the following:

- Ability to work effectively within the policies, procedures and philosophy of the IAIM.
- Skills and experience in publishing of desk-top media or newsletters to a high standard.
- Experience in writing articles for technical, professional and/ or popular audiences.
- A creative design flair and the ability to put design principles into practice.
- Research skills.
- An understanding of the needs and expectations of the IAIM members, and a willingness to consult and listen to feedback.
- Sound writing skills, with an excellent grasp of grammar, punctuation and spelling conventions, and an ability to sensitively and respectfully edit the work of others.
- Ability to work as a part of team, and to contribute to the overall objectives of the Member Development and Services Working group, and the IAIM as a whole.
- A willingness to work maturely in a support role to the Editor.
- An ability to remain calm under pressure and to meet deadlines.

RESOURCE CENTRE COORDINATOR

Position overview

The Resource Centre Coordinator is a volunteer role, responsible for the management and administration of the IAIM Resource Centre. This is a pivotal role in the organisation and requires someone who is dedicated, extremely reliable, professional and motivated. The volunteer will be responsible for ordering products, receiving sales and dispatching products as required. The role will also be responsible for maintaining accurate records, conducting inventories, and ensuring payments are appropriately receipted to the Treasurer in accordance with IAIM Policies and Procedures. This role offers the volunteer opportunities to bring their own ideas for growing and developing the resource centre to meet the needs of members.

Essential position functions

- Participate in the activities of the IAIM Member Development and Services working group in accordance with the relevant policies, and provide assistance and input into the activities of the Working Group.
- In all activities reflect the interests of IAIM Australia, and act in accordance with the association policies, procedures and philosophy.
- Manage own workload to ensure scheduled activities are undertaken as planned.
- Notify the Management Committee if experiencing any difficulty in meeting the responsibilities and requirements of the role.
- Manage all aspects of the resource centre from inventory and ordering, through to dispatch and receipts in a timely way that meets the expectations and requirements of customers.
- Prepare sales and inventory reports for the Management Committee.
- Contribute to the growth and improvement of the resource centre.
- Collaborate with other volunteers to identify the needs of IAIM members, and identify potential resources of use to members.
- Contribute to the development of policies and procedures associated with the role.
- Notify the IAIM Calendar Coordinator of any scheduled tasks, activities or events associated with the role.

Time commitment

- It is estimated that, as a general rule, the time commitment required to undertake this role successfully will be around 5 – 8 hours per week. It is expected that this workload will be relatively evenly distributed from week-to-week.

Resources

- In order to fulfill the functions of this role effectively, the volunteer will need to have their own, reliable computer with high-speed internet access, an email account that they regularly check, and access to a landline telephone. Office software (either Word 2007 or any version of publisher) would be a distinct advantage. Regular local travel (e.g. to post orders) will be required. The volunteer will be responsible for all costs associated with these resources.
- Any other resources required by the volunteer to fulfill their role (e.g. training, software, etc) will be provided at the expense of the IAIM, subject to the approval of the Management Committee.

Skills

This volunteer role will best be suited to someone with some of the following:

- Ability to work effectively within the policies, procedures and philosophy of the IAIM.

- Skills and experience in retail sales and/ or logistics.
- Networks or contacts in retail sectors relevant to the IAIM and its members.
- A sound understanding of customer service principles.
- Ability to communicate effectively with diverse people.
- Sound computer skills, including in use of Excel spreadsheets.
- An understanding of the needs and expectations of the IAIM members, and a willingness to consult and listen to feedback.
- Ability to work as a part of team, and to contribute to the overall objectives of the Member Development and Services Working group, and the IAIM as a whole.
- An ability to be extremely reliable.
- An ability to remain calm under pressure and to meet deadlines.

MEMBER FEEDBACK AND CONSULTATION COORDINATOR

Position overview

The IAIM Feedback and Consultation Coordinator is a volunteer position responsible for collecting and analyzing feedback from members of IAIM to help IAIM improve and develop all of its activities. This position will be responsible for the overall management and implementation of consultation and feedback processes. Feedback and consultation processes will include scheduled consultations, and those conducted on a one-off basis.

This role will involve liaison with all other working groups, sub-committees and the IAIM Management Committee to gather feedback to assist these groups to achieve their roles. The position will also work in partnership with the Elections and Census Coordinator to implement the annual IAIM census.

Essential position functions

- Participate in the activities of the IAIM Member Development and Services working group in accordance with the relevant policies, and provide assistance and input into the activities of the Working Group.
- In all activities reflect the interests of IAIM Australia, and act in accordance with the association policies, procedures and philosophy.
- Manage own workload to ensure scheduled activities are undertaken as planned.
- Notify the Management Committee if experiencing any difficulty in meeting the responsibilities and requirements of the role.
- Regularly review general member feedback provided on the on-line form, follow-up on feedback as required, and report on feedback received to the IAIM Committee.
- Contribute to the annual IAIM Census by ensuring that the census collects feedback on key, relevant issues as appropriate.
- Liaise with, and provide support to, other volunteers and the Management Committee in seeking member feedback relevant to their activities. Provide assistance by designing, developing, implementing and reporting on member feedback processes as required.
- Work with other IAIM volunteers and working groups to build a culture that values member feedback, and to develop strategies that can be used to include member feedback in a wide range of the IAIM activities.
- Contribute to the development of policies and procedures associated with the role.
- Notify the IAIM Calendar Coordinator of all scheduled tasks, activities or events associated with the role.

Time commitment

- It is estimated that, as a general rule, the time commitment required to undertake this role successfully will be around 7 hours per week. This may increase to 10-12 hours during high-demand periods.

Resources

- In order to fulfill the functions of this role effectively, the volunteer will need to have their own, reliable computer with high-speed internet access, an email account that they regularly check, and access to a landline telephone. Office software (either Word 2007 or any version of publisher) would be a distinct advantage. The volunteer will be responsible for all costs associated with these resources.
- Any other resources required by the volunteer to fulfill their role (e.g. training, software, etc) will be provided at the expense of the IAIM, subject to the approval of the Management Committee.

Skills

This volunteer role will best be suited to someone with some of the following:

- Ability to work effectively within the policies, procedures and philosophy of the IAIM.
- Skills and experience in consultation and evaluation processes - including survey design, facilitation and consultation.
- Experience in reading, analysing and interpreting data and feedback, and in reporting on results of feedback and consultation processes.
- Ability to grasp and understand the complex nature of IAIM, and the various functions of different working groups and sub-committees.
- An ability to maintain an impartial and non-judgmental position.
- An ability to communicate effectively with diverse people.
- Sound writing skills, with an excellent grasp of grammar, punctuation and spelling conventions, and an ability to sensitively and respectfully edit the work of others.
- Experience in the preparation of plain-English reports.
- Ability to work as a part of team, and to contribute to the overall objectives of the Member Development and Services Working group, and the IAIM as a whole.
- An ability to remain calm under pressure and to meet deadlines.

ELECTION AND CENSUS COORDINATOR

Position overview

The IAIM Election and Census Coordinator is a volunteer position responsible for managing IAIM election processes, and the annual member Census.

Elections held by the IAIM include annual elections for Management Committee and volunteer positions, as well as internal elections for chairpersons of the IAIM working groups and sub-committees. These elections are typically held mid-year. On occasion, there may also be the requirement to conduct other elections with members on matters relating to the management of the association.

The annual census is a new initiative of IAIM, and will involve a survey of member profiles and contact details. It is anticipated this will be held toward the end of each year.

Essential position functions

- Participate in the activities of the IAIM Member Development and Services working group in accordance with the relevant policies, and provide assistance and input into the activities of the Working Group.
- In all activities reflect the interests of IAIM Australia, and act in accordance with the association policies, procedures and philosophy.
- Manage own workload to ensure scheduled activities are undertaken as planned.
- Notify the Management Committee if experiencing any difficulty in meeting the responsibilities and requirements of the role.
- Conduct and oversee all aspects of IAIM elections. This includes developing nomination forms and notifying members; ensuring election information is up-to-date, accurate and accessible to all members; developing and distributing voting information; overseeing counting activities and election results; and notifying members of outcomes.
- Ensuring that IAIM elections are transparent, fair and comply with the required standards and laws (as determined by the IAIM constitution and the standards of the Australian Electoral Commission).
- Coordinate the design and development of the IAIM Annual census. This will include working with, and coordinating input from, other volunteers who contribute to the annual census.
- Ensure the census is conducted in a timely and appropriate way. Collect, analyse and report on the results of the census to the Management Committee and other relevant working groups.
- Contribute to the development of policies and procedures associated with the role.
- Notify the IAIM Calendar Coordinator of all scheduled tasks, activities or events associated with the role.

Time commitment

- It is estimated that, as a general rule, the time commitment required to undertake this role successfully will be around 3 hours per week. This will increase to an estimated 10-12 hours per week during periods of high activity.

Resources

- In order to fulfill the functions of this role effectively, the volunteer will need to have their own, reliable computer with high-speed internet access, an email account that they regularly check, and access to a landline telephone. Office software (either Word 2007 or any version of publisher) would be a distinct advantage. Regular local travel (e.g. to post orders) will be required. The volunteer will be responsible for all costs associated with these resources.
- Any other resources required by the volunteer to fulfill their role (e.g. training, software, etc) will be provided at the expense of the IAIM, subject to the approval of the Management Committee.

Skills

This volunteer role will best be suited to someone with some of the following:

- Ability to work effectively within the policies, procedures and philosophy of the IAIM.
- An understanding of election processes, or an ability and willingness to research legal and ethical standards in conducting elections.
- Skills and experience in survey design.
- Experience in reading, analysing and interpreting data and feedback, and in reporting on results of feedback and consultation processes.
- Ability to grasp and understand the complex nature of IAIM, and the various functions of different working groups and sub-committees.

- An ability to maintain an impartial and non-judgmental position.
- An ability to communicate effectively with diverse people.
- A methodical nature.
- Sound writing skills, with an excellent grasp of grammar, punctuation and spelling conventions, and an ability to sensitively and respectfully edit the work of others.
- Experience in the preparation of plain-English reports.
- Ability to work as a part of a team, and to contribute to the overall objectives of the Member Development and Services Working group, and the IAIM as a whole.
- An ability to remain calm under pressure and to meet deadlines.

MEMBER DEVELOPMENT & SERVICES

RURAL AND REMOTE REPRESENTATIVE

CIMI AND STUDENT REPRESENTATIVES

1. Position overview

The role of the CIMI and Student Representatives on the Member Development and Services Working group are to regularly participate in the group and provide general volunteer support roles to other members of the Working Group, and also to represent the viewpoints and needs of IAIM members. These are diverse roles and could include, for example, assisting to draft content for the website, helping the document controller organise the distribution of new policies, helping to upload information to groups, or helping to design surveys asking members for feedback on the website.

2. Essential position functions

- Regularly participate in the activities of the IAIM Member Development & Services working group in accordance with the relevant policies, and provide assistance and input into the activities of the Working Group.
- In all activities reflect the interests of IAIM Australia, and act in accordance with the association policies, procedures and philosophy.
- Manage own workload to ensure scheduled activities are undertaken as planned.
- Notify the Management Committee if experiencing any difficulty in meeting the responsibilities and requirements of the role.
- Provide practical support to the IAIM Member Development & Services Working Group members.
- Provide input, suggestions, ideas and solutions to issues associated with Member Development & Services from the perspective of member CIMIs, students and Rural/remote members.
- Notify the IAIM Calendar Coordinator of any scheduled tasks, activities or events associated with the role.

3. Time commitment

- It is estimated that, as a general rule, the time commitment required to undertake this role successfully will be vary between 3 and 10 hours per week. These time commitments are likely to be spread un-evenly in response to the needs of the group and association.
- It is envisaged that during the first six months of this role, some additional time commitments may be involved, associated with supporting other volunteers in the group to establish and set up key systems.

4. Resources

- In order to fulfill the functions of this role effectively, the volunteer will need to have their own, reliable computer with high-speed internet access, an email account that they regularly check, and access to a landline telephone. It is also envisaged that, at least initially, the volunteer will require Excel spreadsheet software. The volunteer will be responsible for all costs associated with these resources.
- Any other resources required by the volunteer to fulfill their role (e.g. training, software, etc) will be provided at the expense of the IAIM, subject to the approval of the Management Committee.

5. Skills

This volunteer role will best be suited to someone with some of the following:

- Ability to work effectively within the policies, procedures and philosophy of the IAIM.
- An interest in communications and information technology, and a desire to develop further skills in these areas.
- An enjoyment of working on varied tasks.
- An ability to keep on top of workloads.
- A commitment to improving services to IAIM members and volunteers.
- Sound writing skills, with a good grasp of grammar, punctuation and spelling conventions.
- Ability to work as a part of a team, and to contribute to the overall objectives of the IT and Communications Working group, and the IAIM as a whole.

MEMBER DEVELOPMENT AND SERVICES OCCASIONAL & GENERAL HELPERS

1. Position overview

The role of the Occasional/ General helpers on the Member Development & Services Working group are to occasionally participate in the group and provide general volunteer support roles to the Working Group activities. As a general rule, occasional and general helpers will give their consent to be contacted and asked to assist during times of heavy workload or unique/ one-off activities.

2. Essential position functions

- At the beginning of each term (July 1) notify the Working Group of possible available times and skills that you may be able to offer and available times.
- Occasionally participate in the activities of the IAIM Member Development & Services working group in accordance with the relevant policies, and provide assistance and input into the activities of the Working Group.
- In all activities reflect the interests of IAIM Australia, and act in accordance with the association policies, procedures and philosophy.
- Manage own workload to ensure scheduled activities are undertaken as planned.
- Notify the Management Committee if experiencing any difficulty in meeting the responsibilities and requirements of the role.
- Provide practical support to the IAIM Member Development & Services Working Group members where requested and where possible.
- Provide input, suggestions, ideas and solutions to issues associated with Member Development & Services.
- Notify the IAIM Calendar Coordinator of any scheduled tasks, activities or events associated with the role.

3. Time commitment

- Time commitments can vary greatly with this role, and would be negotiated on a case-by-case basis.

4. Resources

- In order to fulfill the functions of this role effectively, the volunteer will need to have their own, reliable computer with high-speed internet access, an email account that they regularly check, and access to a landline telephone. The volunteer will be responsible for all costs associated with these resources.
- Any other resources required by the volunteer to fulfill their role (e.g. training, software, etc) will be provided at the expense of the IAIM, subject to the approval of the Management Committee.

5. Skills

This volunteer role will best be suited to someone with some of the following:

- Ability to work effectively within the policies, procedures and philosophy of the IAIM.
- A willingness to be contacted by the Working Group on an “as-needed” basis, and to consider requests for assistance.
- An interest in, and commitment to, improving services available to IAIM members, and to growing the membership base of the organisation.
- An enjoyment of working on varied tasks.
- The ability to commit small amounts of time on a regular basis, or occasional amounts of time “as available”.
- Ability to work as a part of a team, and to contribute to the overall objectives of the Member Development & Services Working group, and the IAIM as a whole.