

**Financial Services Council New Zealand**

**Title:** Head of Member Engagement

**Reports to:** Chief Executive Officer

**Location:** Auckland

**Hours:** part-time, flexible

**Purpose:**

- The Financial Services Council (FSC) has grown materially over the last two years and now has more than 70 members from across New Zealand's financial services industry. A recently refreshed member engagement and growth strategy means you have the opportunity to make your mark by implementing all elements of the strategy and delivering value to FSC members.
- You will be a key part of the FSC team, responsible for growing, developing and retaining FSC members. You will do this by implementing a member engagement programme with touchpoints for all FSC members, together with ensuring an effective onboarding process for new members.
- You will be successful when the FSC has achieved its goals and objectives, FSC membership reflects the financial services value chain and FSC members are fully engaged with the FSC strategy, workplan and activities.
- You will be a versatile multi-tasker looking to make a real difference to the effectiveness of this small, dynamic, team.
- You will enjoy having several projects running at once and working collaboratively with others to achieve your goals.

**Key responsibilities:**

*One: Develop and implement a member engagement programme in line with the agreed strategy*

- Create and implement an engagement programme covering all FSC members.
- The programme will identify and monitor where and how members connect with the FSC and find ways for members to connect as deeply or broadly as they want. The programme will develop ways to segment different services and contacts for members, adding value for FSC members in the way that best fits their organisation.

*Two: Retain and develop existing FSC members*

- Proactively contact and visit existing FSC members to identify and implement ways to improve member engagement. This may be solo or collaboratively with FSC team-mates.
- Create and implement member feedback mechanisms to continuously improve the member experience.

- Maximise member retention.

*Three: Grow FSC membership in line with the agreed strategy*

- Proactively promote FSC membership to potential members – including through events, campaigns and face-to-face conversations.
- Onboard new FSC members, both organisations and individuals, to ensure an excellent start to their member experience.
- Develop membership materials such as brochures, online content.

*Four: Support the FSC team with member activities*

- Support the rest of the FSC team with all member-facing activities, working collaboratively for the benefit of the industry and consumers

**Skills/Capabilities – others will say that you demonstrate:**

- The highest level of personal and professional integrity
- A positive outlook with a can-do attitude, committed to delivering on time
- Outgoing personality with an interest in professional development and financial services
- A growth mindset, knowing it takes hard work to develop and deliver
- First class relationship management ability
- Excellent interpersonal skills with a confident, respectful and effective communication style

**Qualifications/Experience – you will have gained knowledge through:**

- Solid relationship management experience in financial services and/or membership-based organisations
- Demonstrated experience in prospecting, developing, and closing leads

**Values – your values will align with the FSC's values**

- Collaboration
- Consumer Focus
- Honesty and Integrity
- Agility