

Financial Services Council New Zealand: Member Engagement Manager

Reports to: Chief Executive Officer, Financial Services Council

Location: Auckland CBD, New Zealand

Hours: Full-time, Permanent

Job purpose:

A key part of the Financial Services Council (FSC) team, you will be 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 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

- Create a member engagement programme covering all FSC members
- The programme will identify and monitor member touchpoints and enable fuller engagement for all members with the FSC. The programme will include segmentation and prioritisation.

Two: Retain and develop existing FSC members

- Proactively contact and visit existing FSC members to identify and implement ways to improve member engagement
- Work with colleagues to create and implement events
- Create and implement member feedback mechanisms to continuously improve the member experience
- Maximise member retention

Contact David Bishop for a confidential conversation 027 553 7714 or email

david.bishop@fsc.org.nz. Find out more about the Financial Services Council at fsc.org.nz

Three: Grow FSC membership

- Proactively promote FSC membership to potential members – including through events, campaigns and face-to-face conversations and supporting the wider communications activity of the FSC.
- Onboard new FSC members, both organisations and individuals, to ensure an excellent start to their member experience
- Develop membership materials
- Collaborate with FSC committees to develop and implement ways to grow membership

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
- Support and develop sponsorship opportunities with members and others.

Skills/Capabilities – others will say that you demonstrate:

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

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

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