

POSITION DESCRIPTION

Position title:	Engagement & Programs Officer
Post holder reports to:	Policy and Research Manager
Location of job:	Remote (work-from-home)
Hours:	Fulltime
Commencement date:	1 July 2025

About AAG

AAG is Australia's only independent, impartial membership organisation whose over-arching aim is to improve the experience of ageing by connecting research, policy and practice. The work of AAG is to facilitate collaboration between researchers, policy makers and practitioners to build the evidence base for best practice programs and policies that enable Australians to age well. Together, we work towards our:

- Vision of a world where every person is valued, heard, seen and respected as we age
- Purpose to build a community of experts connecting evidence and experience to inform and influence decisions related to ageing
- Mission to connect research, policy and practice
- Goal to be recognised as Australia's thought leaders on ageing.

AAG is an equal opportunity employer and provides a flexible and supportive working environment.

About the role

This role undertakes work for AAG to support its engagement with its key stakeholders and encompasses a range of activities to help meet AAG's commitments to:

- Providing secretariat support for the National Aged Care Alliance (NACA). This includes event management of external meetings.
- Supporting and developing engagement with AAG members through the AAG membership portal; and
- Supporting the sustainable growth of AAG's operations and services.
- Meeting deliverables and deadlines for tasks aligned with the different organisational, grant, policy and research programs and schedules. For example, AGM, Board and Sub-Committee meetings.

Key tasks

Under the supervision of the Policy and Research Manager, the Engagement Support Officer will:

- Provide engagement support for AAG's secretariat role at the National Aged Care Alliance, including the organisation of in-person and online meetings, maintaining meeting minutes and agenda setting
- Provide secretariat support to the AAG Board, including co-ordination and collation of meeting papers, meeting minutes and agenda, and keeping track of organisational and Board compliance activities
- Provide organisational support in preparation for the Annual General Meeting
- Work collaboratively with colleagues to contribute to the organisation of certain (selected) AAG events and member engagement activities. This includes webinars and drop-in sessions and providing support for other events as needed. Duties encompass answering phone calls and web-based queries as required
- Identify engagement opportunities using AAG's online member-only community platform
- Assist with the administration of AAG's membership and customer relationship management system
- Generate insights about AAG membership profiles
- Develop and disseminate communications aimed at a range of audiences, purposes and platforms
- Document systems and process management to assist with organisational efficiency and cohesiveness
- Build and maintain relationships with key internal and external stakeholders

About you

To succeed in this role, you will have:

- A genuine interest in the key issues relating to ageing and aged care in Australia
- Excellent organisational and time management skills with the ability to prioritise and deliver on agreed deadlines
- Meticulous attention to detail and high-level administration skills
- Excellent written and verbal communication skills, with the ability to tailor communication to different audiences
- Strong interpersonal and relationship management skills, with the ability to build rapport with a range of stakeholders
- Ability to assist with the development and implementation of engagement strategies and plans
- The ability to work independently and within a team to manage multiple tasks and competing demands.
- Experience in project administration, with a good understanding of research and policy projects
- Experience in a professional membership organisation or similar setting is highly desirable
- A sound understanding of government, peak body and sector policy and programs relevant to ageing and aged care is highly regarded
- Proficiency with a range of information, communication, and technology tools, including Microsoft Office, and web-based functionality (such as navigating websites, conducting online searches, using cloud-based platforms). Experience with platforms such as Adobe platforms and/or Canva; association management software (such as iMIS). The ability to quickly learn similar systems is highly regarded.

Other

- Preferably based in Victoria
- Available to travel interstate when required
- Willing to provide a national police check
- Authorised to work in Australia (Australian citizen or permanent resident or hold a valid working visa)