

Membership & Community Development Coordinator

Australian Podiatry Association (APodA)

Position summary

- Newly created full time, hybrid role with fully remote option depending on location.
- Position can be located anywhere in Australia
- Start date is negotiable (preferable ASAP)
- Proposed salary is \$90,000 per annum plus superannuation
- Contribute to providing exceptional member experiences for podiatrists by supporting and developing the APodA's Special Interest Groups and other online communities.

About the position:

This newly created role is responsible for all aspects of enhancing the member experience through the support and development of the association's Special Interest Groups (SIGs) and extended communities.

Our SIGs bring together podiatrists who have shared interests and provide a space for members to explore clinical and scope-specific education and best practice; learning from each other and experts in a collaborative way. These groups function as communities of practice.

This role will involve some out of hours commitments and interstate travel from time to time.

Relationships

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| Reports to: | Membership and Education Manager |
| Team: | Member Services |
| Internal contact: | APodA Managers and other staff, specifically within the member services team; APodA SIG committees and SIG members. |
| External contacts: | Content and clinical experts, allied stakeholders and partners, vendors and service providers. |

Position Responsibilities:

- **SIG coordination:** Act as the primary administrative and operational contact point for all SIGs.
- **SIG development:** Proactively collaborate with members, internal teams and external experts and stakeholders to ensure SIG initiatives deliver exceptional membership experience through contemporary, best practice, relevant information and education.
- **Online community development:** proactively engage with SIG members to build and foster the online forums and discussion groups.
- **Stakeholder management:** Build and maintain relationships with community members, internal teams and partners with a specific focus on the management and support of the SIG committees with timely communication and issue resolution.

- **Implementation and delivery:** Achieve the objectives and deliverables for SIG initiatives and activities. This includes developing project plans, budgets, and implementing key impact measures.
- **Growth opportunities:** Design and implement a framework for launching, supporting, and scaling SIGs aligned with member interests and organisational strategic goals.
- **Continuous improvement:** Evaluate overall delivery and implement improvements, highlighting their contribution to professional development and member value.
- **Member lifecycle:** Contribute to the entire member lifecycle, including attraction, recruitment, onboarding, engagement, retention, and renewal.

General Duties:

Contribute to team goals, participate in relevant meetings, and perform other duties as required.

Key position capabilities

Essential

- Demonstrates [APodA's organisational values](#)
- Minimum of 3 years' experience in a professional or industry member-based association with demonstrated experience supporting online communities.
- High levels of competencies with CRM systems and data management including the ability to identify and track relevant community/engagement metrics.
- Proficiency in the use of online community software/platforms.
- High levels of competencies in Microsoft Office Suite.
- Strong organisational skills and ability to prioritise in a fast-paced environment.
- Excellent written and verbal communication skills.
- Ability to work independently and as part of a team with proven collaboration and facilitation skills.
- Demonstrated commitment to customer centricity.

Desirable

- An understanding of the allied health sector, however equally you may demonstrate an ability to adapt and learn about new professions/industries quickly.
- Relevant tertiary qualifications and/or experience supporting online communities

Key Position Competencies:

- **Proactive:** Takes initiative and anticipates potential issues.
- **Detail-Oriented:** Pays close attention to detail and ensures accuracy in all tasks.
- **Excellent Communicator:** Exceptional interpersonal skills, with the ability to communicate effectively with empathy to a broad audience and showing an appreciation for diverse perspectives.

Why work with us:

The APodA team is dispersed across Australia, we stay connected through our shared values:

- Dream big, be brave
- We listen, we act, we care
- Better together
- Inspire growth and champion potential
- Personal responsibility leads to collective excellence

If you're looking for a role in a supportive, values driven environment encouraging professional development and personal growth, we'd love to have you on our team! Be prepared to join a fast-paced, friendly and joyful workplace where we take our roles seriously and strive to provide the best possible experience for our members, our customers, our allied stakeholders and each other.

About the Australian Podiatry Association (APodA)

Podiatrists hold incredible power to help people move and thrive through life. As the peak body for podiatry, the APodA is led by this vision; to inspire growth and champion potential.

The power of foot and lower limb health can change lives, enable movement, improve mental health, and even extend lives. And this is just the beginning. The impact of podiatry on our society and the wider healthcare picture is nothing short of transformative. This is why we will advocate for amazing podiatry, always.

How to Apply:

To apply for this position please send your resume and a cover letter (maximum 2 pages) detailing your experience making you qualified for this role to ceo@podiatry.org.au. Applications will be open until 8 June 2025. We will be reviewing applications upon submission, and the recruitment process will begin immediately. Don't hesitate to apply, as the position may be filled swiftly. If you have questions or would like to discuss this role, please also make contact via email.