

ROLE PROFILE



Role title:	Membership Services Administrator	Responsible to:	Service Delivery Manager – Australia & NZ
Division:	BD&E	Department:	International
Direct Reports and Level:	0 direct reports	Scope:	Australia
		Scale:	0 People 0 Budget 0 Income
		Regulated Function(s) Held:	Yes
Evaluation Level	Core 2	Role Family	Business & Operational Services

Overall Role Purpose
To provide a high level of service to the Australian dental members and to MDANI our local insurance partner. The role will focus on servicing the membership related needs and insurance cover enquiries of existing members, assist in membership recruitment and retention activities for both DPLA and MDANI.

Accountabilities (RACI)	Measures of Success/KPI's
Operational Leadership <ul style="list-style-type: none"> Identify process improvement opportunities. Administer membership database. 	<ul style="list-style-type: none"> Corporate Strategic priorities Vs plan
Financial <ul style="list-style-type: none"> Work to retain existing members at risk of leaving. 	<ul style="list-style-type: none"> Member numbers Vs plan Income Vs plan Retention targets delivered Vs plan
Member <ul style="list-style-type: none"> Provide a high level of service to existing and potential members. 	<ul style="list-style-type: none"> Member satisfaction scores Colleague satisfaction scores
People <ul style="list-style-type: none"> Take accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity of accountabilities, compliance with MPS values, governance, legislation, policy and process standards. Support the activities of the BDE with conference attendance 	<ul style="list-style-type: none"> Delivery of Personal Development Plan to plan One to one / performance review meetings Vs Plan Colleague satisfaction scores
Risk <ul style="list-style-type: none"> Compliance with MDANI/CAR requirements 	<ul style="list-style-type: none"> Audit outcomes

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Responsibilities (RACI)

Membership processing:

- Provide a professional and friendly member experience by responding to enquiries from existing and new members, and action request relating to their membership in a timely manner.
- Manage the processing of all membership applications, renewals, changes and queries in all systems
- Update and manage the membership database to ensure DPL has an accurate local record of all members and policies
- Manage the membership email and fax inbox and related workflow folders
- Provide information to existing and potential members on membership benefits and services, membership fees, categories and concessions and CPD events
- Ensure all member correspondence is correctly electronically filed as per MDA National Insurance guidelines to ensure DPL has an efficient file management system in place and DPL is compliant when audited
- Refer all calls/emails regarding clinical matters to the Dento-Legal consultants for assessment, ensuring all member queries are answered immediately
- Manage and audit the communication with DPL UK regarding any changes to membership records to ensure an accurately maintained member database

Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.

Key Governance Responsibilities

- Nil

Leadership Framework Competencies	Level
Fresh Thinking	Leading Self
Building Capability in Self and Others	Leading Self
Influencing Others	Leading Self
Collaborating for Results	Leading Self
Leading Self and Others	Leading Self
Commercial and Risk Thinking	Leading Self

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	Knowledge and Qualifications	Skills	Experience
Essential	<ul style="list-style-type: none"> Completion of Senior Secondary Certificate 	<ul style="list-style-type: none"> Ability to communicate clearly and professionally with members of the department, external stakeholders and with new and existing members High level of customer relations skills gained through face to face situations and over the phone/email Strong organisational and time management skills with a high degree of attention to detail Ability to work well within a small team with a preparedness to accept additional tasks to help the team 	<ul style="list-style-type: none"> Previous experience in a customer focused role with an emphasis on providing exceptional service Strong communication skills both written and verbal with an ability to communicate confidently over the phone and answer emails professionally Intermediate knowledge of Microsoft Office and Adobe Acrobat
Desirable	<ul style="list-style-type: none"> Degree qualified Tier 2 Accreditation General Insurance (General Advice only) 		<ul style="list-style-type: none"> Previous experience in a customer service role within a contact centre/ office environment within a membership organisation or medical profession Previous experience in a role within the insurance industry