



Membership Coordinator

POSITION DESCRIPTION AND HOW TO APPLY

Location	Any
Reporting to	Janel Yau, General Manager
Working with	NAVA staff located in our Sydney office and interstate; NAVA Members; key stakeholders, and partners
Position type	Part-time 30 hour / week contract with a 3mo probation period. Flexible working arrangements available.
Salary details	\$74,800 pro rata pa + 12.5% superannuation + 17.5% holiday leave loading
Applications due	11:59pm Sunday 20 March 2026.

Acknowledgement

The NAVA community is based across hundreds of sovereign nations and unceded lands throughout the continent that has become colonially known as Australia. We pay our deepest respects to all First Nations communities' ancestors and Elders.

Sovereignty was never ceded.
Always was, always will be Aboriginal land.

About NAVA

The National Association of Visual Arts (NAVA) is an independent, not-for-profit, membership organisation which brings together the many voices of the contemporary arts sector to improve fundamental conditions of work and practice. We do this through advocacy, education and the [Code of Practice for Visual Arts, Craft and Design](#) (the Code).

NAVA champions artists' rights as workers and supports artists and arts workers through services including insurance, professional development, the Artists' Benevolent Fund, auspicing and one-on-one advice.

NAVA is committed to creating a welcoming, respectful, culturally safe and non-discriminatory work environment. We strongly encourage applications from First Nations peoples, people from culturally diverse communities, d/Deaf and Disabled people, and parents returning to work.

[NAVA's First Nations Policy 2024-2029](#)

Overview of the position

The Membership Coordinator is responsible for the effective day-to-day delivery and ongoing development of NAVA's Membership.

This role combines hands-on Membership administration with leadership of CRM implementation and data management, strengthening retention and sustainable growth through strong systems, responsive service and consistent communications.

The position works directly with Members while contributing operational insight to NAVA's advocacy and strategic work.

Position tasks and responsibilities

1. Membership administration

- Process Membership applications and renewals.
- Respond to Member and public enquiries via phone and email.
- Liaise with insurance brokers to ensure coverage for members is accurate.
- Maintain accurate and up-to-date Member records.
- In collaboration with the General Manager, explore workflows and payment processes to expand insurance add ons and other purchases eg: merchandise, etc
- Support Members in navigating NAVA resources, including the Code of Practice.
- Support Members with complex enquiries, including disputes concerning fees, and good practices under the Code, providing guidance within NAVA's scope and referring to external services where appropriate.
- Ensure consistent, timely and professional communication.

2. Systems and process consistency

- Work alongside the Membership Administrator to deliver daily administrative tasks.
- Develop, document and refine Membership workflows and internal systems in consultation with the General Manager.
- Check, update and submit monthly insurance declarations to insurance brokers
- Identify inefficiencies and implement process improvements.
- Maintain Membership-related website content in collaboration with external developers.
- Ensure Opportunities and What's On webpages remain current.
- Contribute Membership updates and data to NAVA's Annual Report.
- Participate in shared administrative responsibilities as required.

3. CRM implementation and data management

- Lead hands-on implementation of NAVA's CRM system.

- Ensure accurate tagging, segmentation and reporting structures.
- Conduct regular membership data audits and maintain statistics.
- Produce monthly reports on renewals, lapses and growth trends.
- Use data insights to inform retention and engagement strategies.
- Identify workflow gaps for CRM improvement and maintenance.

4. Membership growth

- Support development and delivery of Membership campaigns in collaboration with the Communications Manager and team.
- Develop targeted renewal and re-engagement processes.
- Analyse membership demographics and identify opportunities for membership growth in consultation with the Executive Director and General Manager.
- Identify recurring Member needs based on enquiry trends.
- Ensure copyright and moral rights attribution in Membership communications.

5. Grants and administrative support

- Assist with administration of NAVA Grant schemes as required.
- Respond to grant enquiries.
- Support processing of applications, assessments, payments and acquittals.
- Maintain accurate grant records and website information.

6. Shared responsibilities

- Contribute operational insight to NAVA's advocacy and Membership work.
- Participate in strategic planning and review processes.
- Support delivery of NAVA events
- Contribute to the implementation of NAVA's First Nations Policy, Reconciliation Action Plan and Disability Action Plan.
- Contribute to an organisational culture of collaboration, inspiration and safe working.

Selection Criteria

Essential

- Experience in membership administration, CRM/database management or similar operational role.
- Strong organisational skills and attention to detail.
- Experience using CRM and email marketing systems.
- Ability to analyse data and produce clear reports.
- Strong written and verbal communications skills.
- Commitment to NAVA's purpose and the visual arts sector.
- Ability to work in a small team, often autonomously

Desirable

- Experience implementing or transitioning to a CRM system.
- Experience in a not-for-profit organisation.
- Understanding of artist insurance scheme.
- Knowledge of copyright and moral rights principles.

Application Process

For further information, contact Penelope Benton (Executive Director) or Janel Yau (General Manager) on recruitment@visualarts.net.au

We welcome applications in either written or video format.

Please submit either:

- A 1-3 page written response to the selection criteria outlining your interest and suitability for the role, a 1-2 page CV, and the names and contact details of 3 professional referees; or
- A video (max. 10 minutes) addressing the selection criteria, outlining your interest and suitability for the role, detail of relevant experience and the names and contact details of 3 professional referees.

Send your application to recruitment@visualarts.net.au by 11:59pm Sunday 29 March 2026.

Shortlisting will take place promptly after applications close. Late applications will not be accepted unless arranged prior. While all applicants will receive acknowledgement, only shortlisted candidates will be contacted directly.

Interviews will take place on 9-10 April 2026. If unavailable, please indicate this in your cover letter.