



Office Support

The REAIE Office Staff supports the implementation of the REAIE vision, mission and values, the Committee and REAIE Members. All staff work part time hours.

- Business Manager: Rachel Bailey 30hrs per week
- Office Manager: Caryn Marks 25hrs per week
- Customer Service and Administration Staff: Claire Mance 25hrs per week
- Project and Events Officer: Nicole Harris 15hrs per week
- Finance Officer: Michelle Tenace 10hrs per week

Position Summary

Business Manager

To effectively lead the organisation in consultation with the REAIE Committee. Overall responsibility for all operational activities of the organisation including staff leadership and business development.

Core objectives include:

- To work with the Committee to provide the strategic direction of the organisation (Vision, Mission and Values).
- To lead the development and implementation of the REAIE Strategic Business Plan.
- To support the development and implementation of key Business Focus Areas (Business Development, Marketing and Communication, Professional Learning, Research and Development).
- To develop and embed monitoring and reporting processes across the organisation.
- To ensure effective communication between the Committee and staff team, members and stakeholders.
- To effectively lead the staff team through supervision, appraisal, team meetings and development.
- To ensure that appropriate organisational policy and practice is developed, implemented and regularly reviewed (including health and safety).
- To develop implement and review office procedures.
- To work to ensure organisational sustainability and prepare robust financial budgets with the Finance Officer.
- To secure external funding to support project development.
- To act as an ambassador for the organisation.
- Liaison with external contractors.



Office Manger

To effectively manage the day to day operations of REAIE.

Core objectives include:

- To support the development and implementation of the REAIE Strategic Business plan.
- To lead the admin and customer service across the organisation including staff supervision, deployment and prioritisation of work.
- To effectively lead projects, teams and individuals.
- To priorities and manage multiple tasks/projects at any given time and deliver to deadlines.
- To develop, implement and review office procedures in partnership with the Business Manager.
- To implement the staff supervision and appraisal policy.
- Overall responsibility for membership subscriptions and associated mailings and marketing.
- Overview and management of Professional Learning database.
- Oversee the production and distribution of marketing materials and publications such as the newsletter and The Challenge Journal.
- To ensure that the admin functions support REAIE initiatives such as professional learning, study tours, conferences, and other similar events or projects.

Customer Service and Administration

To provide effective administration and customer service support to the organisation and its membership.

Core Objectives include:

- To provide effective administration support to the organisation including supporting staff, committee and members.
- To provide efficient and effective customer service to members including reception and telephone duties, directing enquiries appropriately and problem solving as necessary.
- To assist the Office Manager in maintaining the membership and Professional Learning databases.
- To support with implementing the Strategic Business Plan
- To support with implementing the Marketing and Communications Strategy
- Organising membership packs and resources, stock taking, preparing for learning and promotional events, filing, archiving and minute taking.
- To support the implementation of the Professional Learning Plan.
- To accurately record and implement data and information as requested, including preparing financial information for the Finance Officer and generating reports as requested.



Project and Events Officer

To plan, coordinate and evaluate REAIE professional learning events and to manage the professional learning database.

Core Objectives include:

- To respond to initial enquiries in relation to professional learning.
- To support the development, implementation and review of the professional learning strategy.
- To assist the Business Manager and Professional Learning Project Group in the production and implementation of new packages of learning.
- To respond to initial enquiries for professional learning.
- To maintain communication with private professional learning requesters and facilitators through the lifecycle of initiatives.
- To coordinate professional learning facilitator job sheets in consultation with the Business Manager.
- To trigger invoicing for professional learning payments.
- To manage the input of professional learning information to the database including quality assurance of entries.
- To prepare reports as requested to support analysis of information and events.
- To survey participants post event participation and prepare an analysis of the findings.
- To assist the Office Manager in planning, recording of information and liaise in relation to the promotion of Study Tours, conferences and Professional Learning events.
- To provide support to the Office Manager and Customer Service Officers at times of pressure or absence.
- The above list is not exhaustive, and the role may change to meet the overall objectives of the organisation.
- To work flexibly between a home office and REAIE office by mutual agreement with the Business Manager. One day per week to be REAIE office based.

Finance Officer

This position is covered through a consultancy agreement and provides financial and accounting services to the organisation.

Core objectives include:

- Advising the Business Manager in all matters financial to ensure that the organisation remains compliant.
- Preparing organisational budgets in liaison with the Business Manager and REAIE Treasurer.
- Recording of all incoming and outgoing financials.
- Ensuring accurate records are captured in MYOB, payroll services, submitting BAS statements.
- Ensuring accurate recording of financial information and completing and maintaining records to meet audit requirements and preparing year end financial statements.
- Liaising with the ATO and Consumer Affairs on behalf of REAIE.

