



SYN

SYN Media Position description

POSITION TITLE	Membership Experience Manager	TERMS OF EMPLOYMENT	Full time two-year, renewable contract
REPORTS TO	General Manager	SALARY	\$50,000 plus statutory superannuation
WORK LOCATION	16 Cardigan St, Carlton VIC 3053	APPLICATION DETAILS	Apply by email to Tess Lawley, gm@syn.org.au , addressing key selection criteria (SEE PAGE 3).
CLOSING DATE	Sunday 13 th of August		
NOTE	SYN has an exemption from the Victorian Civil and Administrative Tribunal to allow discrimination on the basis of age (exemption no. A98/2012). SYN has a preference for candidates under 26 years of age. (NB. Candidates over 26 are still encouraged to apply.)		
CHILD SAFE POLICY	SYN is committed to child safety. We have zero tolerance of child abuse. Our robust human resources, recruitment and vetting practices are strictly adhered to during the application and interviewing process. Applicants should be aware that we carry out working with children checks, police checks and reference checks as we see fit to ensure that we are recruiting the right people.		

1. ABOUT SYN

SYN is a media organisation run by a community of young people that provide broadcasting and training opportunities for young Australians. SYN informs, empowers and entertains young people by providing facilities and training that allows them to gain access and practical industry experience in all facets of the media, as detailed in the organisation's [2016-18 Strategic Plan](#). Outside of its staff, SYN relies on the strength of its volunteer base to maintain its extensive operations. All volunteers are under the age of 26. SYN's current operations include:

SYN Radio: 90.7 (FM) and SYN Nation (digital)

SYN operates a full-time community broadcasting license and can be heard throughout Melbourne, Geelong and in parts of regional Victoria on FM and DAB+. Both stations stream live from our website. SYN's radio content is as diverse as its volunteers, and rotates five times a year. SYN's Radio Department is run entirely by young volunteers. SYN's radio audience is approximately 70,000 listeners a week.

SYN TV and Screen

SYN's TV and Screen Department is entirely run by young volunteers and currently produces three hours of live youth television each week and a range of online video content. Up to 15,600 people watch SYN's flagship TV production, *1700*, each weeknight on Channel 31 Melbourne and Geelong.

SYN Online

SYN manages syn.org.au, an interactive online community for people under the age of 26 to exhibit, distribute and share their content. SYN Online features a live radio stream of SYN's two radio stations, podcasts, videos and blogs.

Media Learning

SYN Media Learning provides media education experiences for young Australians and those who work with young Australians. Media Learning is SYN's largest social enterprise, offering media training to young people in Melbourne through hands-on radio and new media workshops. Each year SYN works with more than 100 secondary schools and other groups to offer training through innovative peer-to-peer programs to approximately 5000 young people per year.

Production Services

SYN Production Services is a social enterprise providing organisations with fee-for-service screen and sound productions that draw on, expand and recognise the talent of SYN's young media-makers, who have the opportunity to complete paid work in the media industry as Production Service Contractors.

2. JOB SPECIFICATION

PRIMARY FOCUS

The Membership Experience Manager coordinates SYN's membership base and associated projects to ensure young people who access SYN have a meaningful and positive experience of our organisation and community.

This position oversees membership-related projects and staff, including coordinating events such as the annual Leadership Camp and SYN Awards, and supports SYN's volunteer Leadership Team of executive producers and department managers.

KEY RESPONSIBILITIES

- Manage and provide direction to Membership Experience staff, comprised of the Content Development Coordinator, Diversity Programming Coordinator and National Project Coordinator;
- Coordinate memberships (current volunteers and alumni), merchandise and donations, collect member data and maintain and develop SYN's membership and contacts database;
- Provide vision and support for SYN's suite of Membership Experience projects, including the SYN Nation Project, Access Programming, Mentoring Program and the SYN Leadership Team;
- Oversee and support grant applications and delivery for Membership Experience projects;
- Coordinate event logistics, including annual events such as the Volunteer Leadership Camp, SYN Awards and End of Year Party along with occasional outside broadcasts and event stalls;
- Act as SYN's first point of contact, handling basic inquiries from volunteers and the general public, and ensuring a constantly staffed reception desk between the hours of 10:00am and 5.30pm weekdays;
- Support the implementation of the 2016-18 Strategic Plan and inform operational planning; and
- Anticipate and respond to General Manager direction and requirements.

RESPONSIBILITIES shared with all SYN staff

- Adhere to SYN's values of Access, Independence, Participation, Diversity and Innovation;
- Understand and adhere to SYN's Policies and Standards at all times;
- Maintain a high standard of work practices and ensure integrity, respect and confidentiality while carrying out core tasks;
- Work cooperatively with staff and volunteers to achieve the organisation's objectives.

3. PERSON SPECIFICATION

PERSONAL ATTRIBUTES

You are passionate about media and the potential for young people to reach an audience through community broadcasting. You have strong interpersonal skills and are capable of motivating and inspiring others. You take initiative, work well under pressure and can work unsupervised and in a team environment. You pay close attention to detail, are highly organised, creative and driven.

KEY SELECTION CRITERIA

Skills, Knowledge, Qualities, Experience

Required:

- Experience managing staff and achieving project objectives;
- Proven experience in managing and preparing grant submissions and acquittals;
- Exceptional attention to detail and a strong ability to multi-task and work under pressure;
- High-level interpersonal skills, including the capacity to establish and maintain positive relationships with SYN's diverse cohort of young volunteers;
- Advanced computer skills and a strong practical knowledge of current media;
- Self-motivation and the ability to work both within a team and autonomously;
- Advanced problem solving skills; and

- Working with Children Check or ability to attain one.

Desirable:

- Experience in marketing and promotions;
- Experience in event management;
- An understanding of the community broadcasting sector and/or the broader youth, media or arts sectors.

4. APPLICATION PROCESS

Your application **must include:**

- 1) A brief covering letter;
- 2) Statement of your experience against each of the selection criteria (max. 300 words per criteria, please use template provided below)
- 3) CV including two referees with contact details (maximum 3 pages)

Your application must be saved as one file (Word or PDF) with your full name as the file name.

Apply via email to gm@syn.org.au. Applications close at 5pm, August 13, 2016.

Please note that interviews for the position will take place on the 24th and 25th of August and the successful applicant will be required to start immediately.

For more information on this position, email gm@syn.org.au or call 03 9925 4788.

Key selection criteria	Statement of experience (no more than 300 words per criteria)
Experience managing staff and achieving project objectives	
Proven experience in managing and preparing grant submissions and acquittals	
Exceptional attention to detail and a strong ability to multi-task and work under pressure	
High-level interpersonal skills, including the capacity to establish and maintain positive relationships with SYN's diverse cohort of young volunteers	
Advanced computer skills and a strong practical knowledge of current media	
Self-motivation and the ability to work both within a team and autonomously	
Advanced problem solving skills	
Working with Children Check or ability to attain one.	