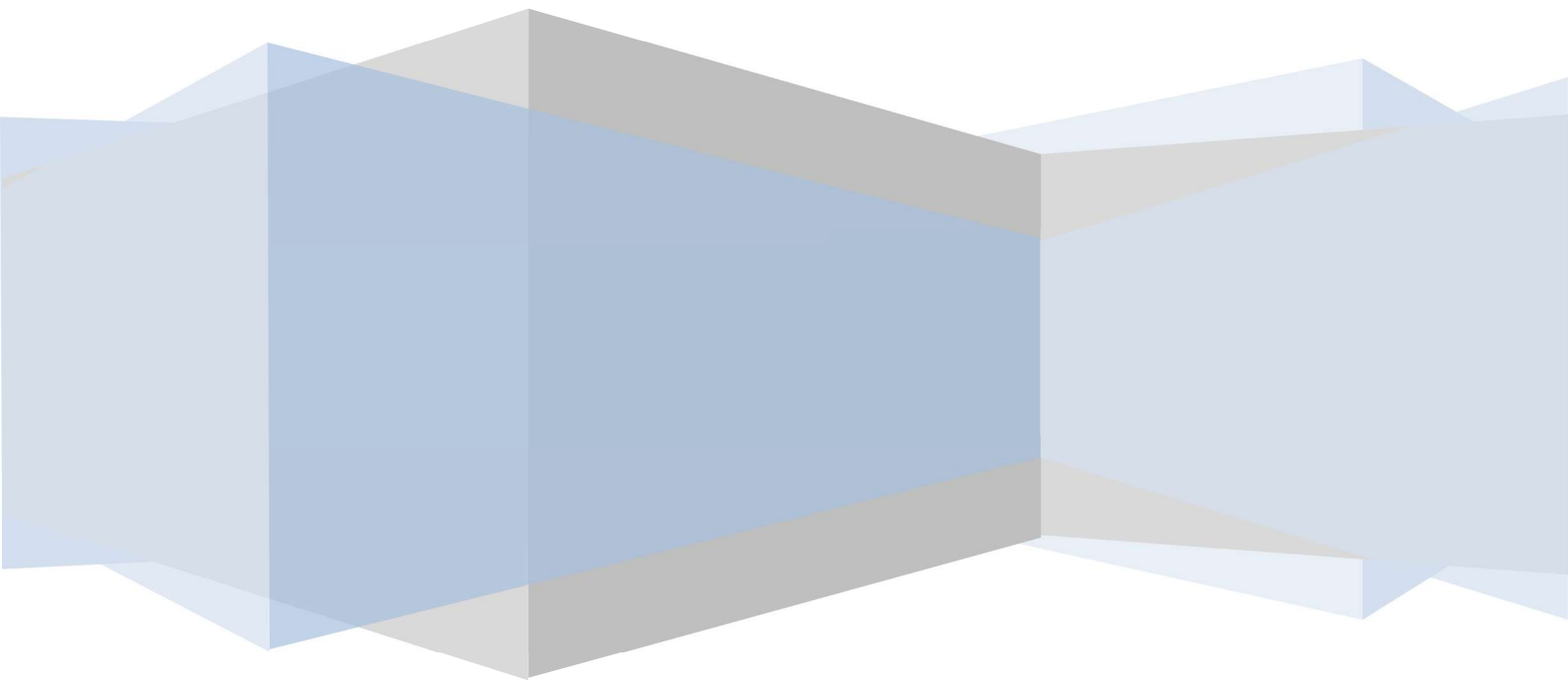




Media, Entertainment & Arts Alliance

**Member Services Team
Consultant, Sydney,
Melbourne or Brisbane**



About the Media, Entertainment & Arts Alliance

The Media Entertainment & Arts Alliance is the union and leading advocate for workers in the creative and media sectors. It represents performers, journalists and all other workers in the creative and media industries and has over 15,000 members.

Building on our proud history we aim to empower the people who inform and entertain Australia through:

- **Protecting and advancing our rights at work:** Improving our members income and conditions, providing timely and expert advice to members, enforcing members rights at work and promoting safe and respectful workplaces.
- **Building Power:** Recruiting and growing leaders, activists and supporters, ensuring best practice governance and accountability, continued staff development and building strategic alliances.
- **Building Community:** Utilising communications to engage and activate, remaining relevant throughout members lives, reaching out to new areas and being the creative hub.
- **Shaping our Industries:** Being the respected and authoritative voice across all of our industries, influencing policy, mobilising our membership and broadening our sphere of influence.

Our Members

Our members include people working in television, radio, theatre and film, entertainment venues and recreation grounds, journalists, actors, dancers, cartoonists, musicians, photographers, and opera performers, as well as people working in public relations, advertising, book publishing and website production.

Our Locations and Staffing

The MEAA national office is in Redfern in Sydney.

There are branch offices located in Melbourne, Brisbane, Adelaide, and Perth.

Member Services Team Consultant, Sydney, Melbourne or Brisbane

Member Services Team Consultant

Do you have great communication skills and looking for an opportunity to work for just and fair work in the creative industries? MEAA is looking for a new employee for a full-time permanent position in our Member Services Team.

The role of the Member Services Team Consultant is one which supports our members and potential members in joining and participating in the union agenda to build a strong and engaged membership. By providing advice and information, the team works with members to support the organising and representation work of the union which is aligned to goals of winning decent and quality jobs for those who work in the media and cultural arts. Members of the team are provided with opportunities for training and development which provide pathways to become Organisers or Industrial Officers in MEAA.

Essential Criteria:

- Demonstrated commitment to MEAA and the broader trade union movement and its values and goals.
- Highly developed oral and written skills in order to inform and guide members of their work rights and responsibilities.
- A passion for the arts and those who contribute to creative industries to provide decent working lives for those who work in them.
- Highly developed organisational and skills such as planning and goal setting and acceptance of accountability.
- Strong administrative skills.
- A committed team player who will contribute to group development and collaboration.
- A proven capacity to work with others in the union, both staff and member leaders.

Key duties include:

- Recruiting and retaining members during conversations that are both outbound or inbound.
- Provide timely and accurate information to members who may be permanent, contract, casual or freelance workers across the whole union coverage.
- Giving industrial support to members including:
 - Providing initial advice to members on enterprise agreements and resolving workplace issues
 - Explaining provisions of agreements
 - Briefing and working with industrial officers

Member Services Team Consultant, Sydney, Melbourne or Brisbane

Preferred attributes:

- Strong communication skills.
- Capacity to develop and work to a plan.
- Previous experience as a workplace leader or delegate.
- Working knowledge and/or experience within the arts and entertainment industry.
- Problem identification and resolution skills.
- Advocacy and/ or dispute resolution skills.
- Administrative experience in membership/customer databases or CRMs.
- Industrial relations experience, including working knowledge of agreements and awards.

Details

The position will be based in Sydney, Melbourne or Brisbane with a package dependent on skills and experience. Benefits include 13% employer contribution to superannuation, 5 weeks annual leave each year, 1 RDO every 4 weeks, plus an additional 3 days leave between Christmas and New Year. Salary sacrificing is available.

Applications close on Friday 9 May 2025 at 5pm.

Please forward your CV, the names of two referees and covering letter marked attention to Stella Ward to jobs@meaa.org.