

# Position Description

<b>Position</b>	<b>Community Manager – Tech Alliance Communities</b>
<b>Start Date</b>	As soon as available
<b>Finish Date</b>	Initial one-year fixed term contract with a view to this becoming a permanent role if successful.
<b>Location</b>	Primary location: NZTech HQ – North Shore, Auckland. Addition locations include Wynyard Quarter, Auckland where we have a satellite hub.
<b>Reports To</b>	NZTech CEO
<b>Normal Working Days</b>	8 hours between 8am – 5.30pm
<b>Remuneration</b>	The annual remuneration for this role comprises: <ul style="list-style-type: none"> <li>• Base salary paid monthly in arrears</li> <li>• On target bonus</li> </ul>
<b>Employment type</b>	Fixed term contract employee.

## POSITION SUMMARY

The Community Manager – Tech Alliance Communities position is a newly established intermediate-level role with NZTech.

The purpose of this role is to implement initiatives that support membership growth and retention across some of the smaller (and growing) communities within the Tech Alliance: [BlockchainNZ](#), the [NZ IoT Alliance](#) and [LocationTech](#).

The role covers a range of engagement and member growth activities, including developing and delivering events and communications that foster connections and growth and bring value to members.

The Community Manager works closely with the NZTech CEO and the Communities Executive Councils. This role also works in partnership with the Tech Alliance Member Relations, Events & Communication Teams.

## POSITION RESPONSIBILITIES

### Membership engagement and development

In partnership with the Executive Council membership sub-committees and Tech Alliance member relations team:

- Connect with and maintain a good level of engagement with the current member base
- Respond to inbound membership enquiries
- Support any new member development work initiated by the Communities Executive Council
- Build relationships with members, understand their reasons for participation and use that knowledge to plan further meaningful member engagement activities.

- Prepare and maintain membership proposal for each community with regular updates reflecting recent initiatives.

### **Membership events**

In partnership with the Executive Council event sub-committees and Tech Alliance Event team:

- Help plan and execute a calendar of in-person and virtual events to bring the membership together, with at least six months of advance events scheduled
- Support speaker attraction and engagement
- Contribute ideas for event topics and formats that deliver good member value and engagement
- Ensure events run smoothly on the day, acting as the key coordinator/liaison for community events as required.

### **Member communications**

In partnership with Executive Councils and Tech Alliance communications team:

- Support the timely delivery of quality content for member newsletters and other member communications
- Facilitate the creation of content by Executive Council members and other content contributors.
- Ownership and driving the content to the most effective channels (including website, LinkedIn and others identified) with the support of the Tech Alliance comms team.

### **Other**

- Support the Chairs of the Executive Councils to be the voice of the community
- Provide regular updates on activities, opportunities, engagement and progress for the Executive Council and NZTech CEO.

Some domestic travel may be required. E.g., Day trips to other main centres in New Zealand.

## **KEY PERFORMANCE INDICATORS**

Success in this role looks like:

- Good membership renewal rates – maintaining an annual membership retention rate higher than 85%.
- Steady membership growth – gaining new members each year, both SME and large members so total membership numbers continue to trend upward.
- A full membership calendar on association websites – maintaining an advance calendar of at least 6 months of member events visible to members on the Association website.
- Regular quality communications with members – timely delivery of a monthly newsletter, monthly content for the Association website and social media content.
- Positive member feedback

## **KEY RELATIONSHIPS**

The position requires effective working relationships with the following key people and organisations:

### ***Internal***

- NZTech CEO
- Executive Council Chairs (3) and Executive Council Members
- Tech Alliance Events team

- Tech Alliance Communications team
- Other NZTech staff and contractors

**External**

- Members and potential members of the communities
- Event partners

## **EXPERIENCE & ATTRIBUTES**

**Experience & Qualifications**

- At least three years experience in a similar role or programme coordination role
- Sales, marketing and events experience ideal
- Experience building relationships and networking
- Proven planning and project coordination skills
- Knowledge of the New Zealand technology sector.

**Behavioural & Technical Competencies**

- A strong interest in technology and the businesses behind the technology
- Professional, proactive and service-focused
- Strong communication skills
- Quality and detail-conscious with the ability to be responsive and manage numerous projects simultaneously
- Cultural awareness and the ability to deal with a variety of personalities.

**Other requirements**

- Hold a valid driver's license
- Able to attend events and other off-site functions outside of regular business hours
- Able to travel within New Zealand as required.