



Position title: Member Services Coordinator

Department: Member Services (Representative)

Reports to: Branch Manager Wellington

Location: Wellington

About the Law Society

The New Zealand Law Society Te Kāhui Ture o Aotearoa is the professional body for barristers and solicitors in New Zealand. The Law Society regulates all lawyers practising in New Zealand and is the membership organisation for practising lawyers. With 13 branch offices throughout the country, the Law Society is the Kaitiaki (guardian) of the practice of law in Aotearoa New Zealand and the consumers of legal services.

Position Purpose

The role of the Member Services Coordinator is to assist the Branch Manager to undertake regulatory and representative activities necessary to meet the obligations of the relevant branches to its lawyers and the wider Society. The Member Services Coordinator will provide administrative support and liaise with stakeholders to organise a number of events throughout the year.

The current relevant Branches are Wellington, Manawatu, Whanganui, Marlborough and Nelson. Ordinarily the role will be based in the office in Wellington, with occasional travel to Branches possible. The nature of the work means there will be some tasks that will need to be completed on a time-bound basis, and attendance at events outside these times may be required.

Key Internal Relationships

- Branch Manager Wellington
- Operations Lead and Branch Manager Christchurch
- Branch office staff
- Regulatory and Registry staff
- Marketing & Communications staff
- Other staff in the Member Services (Representative) department
- Other staff in the New Zealand Law Society

Key External Relationships

- Branch Council President and Council members
- Lawyers & the legal community
- Members of the public
- Seminar presenters
- Event operators & suppliers
- Sponsors

Accountabilities and Responsibilities

<p>Event management, marketing and communications</p> <ul style="list-style-type: none">• Assisting the Branch Manager with organising and running Branch events for lawyers• Co-ordinate, in liaison with the Branch Manager, the internal and external Representative member services communications, including notices and invitations, updating the Branch monthly events calendar, answering enquiries from the profession and members of the public as required.• Develop, in liaison with the Branch Manager, an annual programme of events (learning, networking and social) for all lawyers in the Wellington and other relevant branches.• Marketing and promotion of events, measurement of events and reporting on event survey feedback
<p>Branch office administration</p> <ul style="list-style-type: none">• Answering queries from Law Society staff, existing & prospective lawyers, and the public• Assisting with secretariat support for the Branch Council and Committees Undertaking other administration tasks to assist with the smooth running of the relevant branches.
<p>Health and Safety and Wellbeing</p> <p>The incumbent is responsible for:</p> <ul style="list-style-type: none">• My own health and safety and that of my colleagues• Ensuring all incident and near misses are reported and escalated as required• Providing First Aid support as and when needed• Ensuring the safety and wellbeing of our customers and members of the public (via phone) and visitors (in person)
<p>Other duties</p> <ul style="list-style-type: none">• Assisting, where appropriate, with processing applications for Certificates of Character and Practise on Own Account, in accordance with the Law Society policies and procedures• All other activities, projects, or duties that may be required by your manager.

Skills, Knowledge and Experience

To be effective in the position of **Member Services Coordinator** you must have the following knowledge and experience:

- High level of computer literacy with the Microsoft Office suite of programmes and previous experience working on databases
- Relevant experience in organising and overseeing events, together with experience of using communications technology such as MailChimp and Zoom Webinar
- Possess excellent written and oral communication skills
- Be able to manage and appropriately prioritise many competing demands across a range of activities, and exercise good judgment
- Be able to ensure that their own work is completed to a high standard and to deadlines, with the ability to process confidential and complex information in a timely manner
- Be flexible and adaptable, able to work under pressure, and be responsive to organisational contingencies as they arise
- Be astute, have excellent interpersonal skills, and the ability to demonstrate a strong client focus

- Be able to work cooperatively as part of a small and dynamic team
- Able to work and provide support to the Branch Manager and Branch Council and Committees on a flexible basis
- An understanding and appreciation of the legal profession and the services lawyers provide
- Hold a full unrestricted driver's license