



Member Services Convenor Group - Terms of Reference

Purpose

- This group develops and maintains the overall communications and engagement approach, strategy and the integrated annual plan for the Member Services Committees (Communications, Member Engagement, Student, Events Committees, and the Conference Committee in conference years) to support the engagement of current, new and future members, including volunteers within the Society, and associated stakeholders.

Scope

The Member Services Convenor Group will:

- Meet monthly to develop and monitor the member communications and engagement strategy, annual plan and upcoming activity, identify opportunities and potential issues, and identify and allocate resources or implement action where needed.
- Advise the Chief Executive and Council on the strategic approach and implementation plan for the NZSA 2024 Strategic Task *4a Refresh all engagement and communication committees (MEC, Comms, Events, Students)* including refreshing the Terms of Reference for all Committees and plans to reform the Member Engagement Committee and bring new members onto the Events and Communications Committees.
- Advise the Chief Executive on the shape of the member volunteer talent database and succession pipeline and assist with plans to seek and coordinate volunteers to support Society activities, including working with Chief Actuaries and second-in-charge (or equivalent) regarding their teams.