

Position Description

Position title:	Branch Manager, Queensland
Division:	Member Experience
Location:	Hybrid APA QLD office and WFH
Reports to:	Manager, National Entity Operations
Approved by:	General Manager, Member Experience
Date approved:	Feb 2025

About us

The Australian Physiotherapy Association (APA) is the peak body representing the interests of over 30,000 physiotherapists in Australia. It does so by advocating for access to quality physiotherapy services, providing leadership in the wider health landscape, creating lifelong information and learning opportunities for members, and promoting the value of physiotherapy to the community.

The APA is proud to have a great working culture, and it is underpinned by our values:

- Accountability | Excellence | Collaboration | Courage | Respect.

The APA has been recognised for its excellence, winning the **Association of the Year Award (2022)** and named a **HRD 5-Star Employer of Choice (2022–2024)**. We pride ourselves on fostering a positive, inclusive, and high-performing work environment

About the role

As the QLD Branch Manager, you'll play a key role in shaping the experience of our members—leading local engagement, professional development initiatives, and advocacy efforts that make a real impact.

You'll be at the heart of strengthening the physiotherapy profession—bringing members together, creating valuable development opportunities, and ensuring their voices are heard in the health sector.

This role will be responsible for ensuring that committees being managed by this position, are operating within a consistent framework that adhere to APA governance, financial parameters, and organisational strategic drivers.

This role offers the flexibility of a hybrid work model, allowing a balance between office-based collaboration and remote work.

Relationships

- The Professional Development Coordinators (PDCos) based in QLD report to this position.
- The reports to the Manager, National Entity Operations in our Member Experience Division.

Other (non-reporting)

- This role will work alongside the other Managers of Branches, Manager, Professional Development Delivery and Manager, National Groups Development who are also charged with leading the performance and deliverables of our Education and Member Experience divisions' operations.
- Member stakeholders including national committees, state committees, members and non-member physiotherapists. These relationships exist to ensure the branch is customer-focused and that the profession's voice, quality and community needs are met.
- Education and Marketing teams to ensure the marketing of the state's membership and professional development offer is optimised.
- Policy, Advocacy and Government Relations team to ensure the strategic priorities of the voice pillar are being met.
- Professional Development (PD) team to ensure the product development and delivery of PD is being met.
- Executive Leadership Team to ensure state management meets organisational objectives.

Responsibilities

- Responsible for developing, managing, and strengthening relationships with all internal and external stakeholders on matters related to Queensland operations. This role ensures effective communication, strategic decision-making, and collaboration to drive business objectives and resolve stakeholder enquiries.
- Seek and foster productive working relationships with key external stakeholders in the health and political arenas to be able to promote advocacy messages and priorities on issues affecting the profession.
- Lead and support key committees, ensuring they operate smoothly and deliver meaningful outcomes for our members and stakeholders and maintain a valued and sustainable volunteer structure in QLD.
- To actively promote membership through retention and acquisition programs.
- Oversee the Branch event calendar and coordinate branch staff to ensure it is delivered according to objectives and budget.
- Coordinate branch communication.
- Manage and support branch staff to deliver on performance agreements by providing guidance and council, facilitating ongoing development and by conducting key performance indicator (KPI) evaluations.

- Oversee the effective running of the QLD state office, including proactively seeking cost or process efficiencies in the financial management of branch expenses.
- Maintain transparent procedures, processes and filing protocols and provide accurate reporting to Manager, National Entity Operations, Executive Management and Board of Directors on the state and national groups environments that are managed by this role.
- Contribute to special projects at the direction of Manager, National Entity Operations.

About you

This position is ideal for those looking to take the next step in their career within an ethical and mission-driven organisation. The role offers leadership opportunities, stakeholder engagement, and exposure to strategic decision-making at a national level.

- Demonstrated strong leadership skills that can deliver outcomes from a standard strategic framework amidst a continually changing and evolving environment
- Proven ability to lead positive team collaboration
- Excellent time management skills with the ability to deliver on various initiatives at one time
- Respectful of being a member of a larger team that are led by overarching guiding principles that need to be adhered to and delivered upon
- Excellent interpersonal, oral and written communication skills
- Excellent knowledge of the Microsoft Office suite of programs and experience using a member database or similar at an intermediate level would be an advantage.
- Displays trademark behaviour of Accountability, Respect, Excellence, Collaboration and Courage

Experience working in a professional membership association or similar environment is highly regarded

Special requirements

- Participation will be required at meetings and events that will occasionally fall outside of normal business working hours and can include local or interstate travel. Time in Lieu for these events will be accrued in line with APA's policy regarding Hours of Work.
- All employees are required to demonstrate behaviours that are in line with the APA's values when interacting with internal and external stakeholders at all times.