

MANAGER STAKEHOLDER ENGAGEMENT

Award coverage/ classification	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Stream - Level 6
Location/team	Adelaide – Policy, Advocacy & Research Team SA
Hours of work	Full time - 76 hours per fortnight
Status of role	Ongoing

Position summary

The **Manager Stakeholder Engagement** position leads and supports the Stakeholder Engagement team to deliver high quality consultation and engagement activities with, and for, the volunteering ecosystem, by collaborating internally, and externally engaging and working with volunteer involving organisations (VIOs), our members and other stakeholders to contribute to the delivery of VSA&NT’s strategic plan and our funded projects.

Key performance areas

Responsibilities / Accountabilities
<p>Services</p> <p>Stakeholder Engagement</p> <ul style="list-style-type: none"> • In collaboration with the Executive Manager, Policy Advocacy & Research and the workforce, lead, co-create and execute VSA&NT’s engagement strategy to achieve our strategic and organisational objectives. • Manage end-to-end engagement of VIOs, members and key stakeholders with the support of a team. • Drive our ideation and delivery of new and business as usual engagement activities. • Together with our workforce, work collaboratively across all funded programs to support their VIO/volunteer engagement, identify key VIOs and stakeholders, execute set plans against agreed KPIs, maintain the data integrity of our CRM system and continuously refine VSA&NT’s engagement process. • Oversee event facilitation and engagement activities. • Evaluate engagement strategies using captured data, reporting and internal communication. • Work with the Communications & Project Officer to identify different angles to raise VSA&NT’s profile and create new content and campaigns to support VSA&NT’s engagement strategy. • Competently and positively represent VSA&NT through written, phone and in-person communications, at relevant speaking engagements, networking events and working groups to support engagement and elevate VSA&NT’s brand. • Promote VSA&NT business, share intel, insights, and feedback with the VSA&NT workforce to progress and improve user experience. • Lead, motivate and manage a team delivering Membership services, partnerships and sponsorship activities, and programs such as the Management of Spontaneous Volunteers, Corporate Volunteering and SVA Service Award.

Learning & Development

- Oversee delivery of information and support on best practice volunteer management across SA, including responding to enquiries from volunteers and VIOs, and providing support for VIOs using VSA&NT's position advertising platform.
- Lead and deliver best practice Learning & Development approaches, networks, and resources to build the capacity of VIOs.
- Develop and deliver training and resources on the National Standards for Volunteer Involvement and requests for fee for service.
- Oversee and manage volunteers supporting the Stakeholder Engagement team.

Relationships

Cooperative, professional and positive relationships developed and maintained with all stakeholders

Supervise workflow and support volunteer team members effectively and efficiently in their duties

Develop and maintain effective relationships with employees, volunteers and contribute to and support a positive workplace culture

Collaborative and respectful participation in relevant workforce activities

Authorities / Accountabilities

Financial

As per Delegations of Authority policy

Reporting / Working relationships

Position reports to	Executive Manager – Policy, Advocacy & Research
Direct reports	Stakeholder Engagement Team: Sector Services Support Officer; Membership, Partnerships, Sponsorships Coordinator; Membership & Project Officer; SVA Project Officer; volunteers
Internal relationships	VSA&NT Workforce

Standard conditions

The Incumbent must observe all lawful intentions & instructions and abide by VSA&NT Policies & Procedures.

Positions may be required to complete a Declaration of their appropriateness to work, including eligibility to work in Australia. Additional screening checks may apply as required by program funding contracts.

Additional hours may be required, as negotiated with and approved by the CEO or delegate.

Regional and inter-state travel may be required.

Current driver's licence and use of own vehicle, if required and approved (mileage reimbursement will be paid as per applicable Award for this position).

Duties will normally be performed within the hours of 8.00am – 6.00pm Monday to Friday.

Annual Performance Appraisal will occur.

Annual Leave and other entitlements as per National Employment Standards (NES).

Where the incumbent identifies a conflict of interest with another paid or unpaid role externally held by them, the CEO or delegate must be advised as soon as reasonably practicable.

Special conditions

Metropolitan and regional travel may be required

Requirement to hold, or be willing to obtain, a National Police Clearance Check (currency within 3 years).

Essential requirements

Qualifications

Relevant degree and/or substantial industry experience

Skills, knowledge, and experience

Proficient using Microsoft Office suite, online communications, administrative systems/processes

Excellent written and verbal communication with high attention to detail

Experience in Team management

High level relationship management, collaboration, networking and negotiation skills with all stakeholders

Well-developed interpersonal skills

Exceptional organisational, planning and time management skills to manage conflicting priorities effectively

Experience in sector development and engagement with VIOs and/or not-for-profit organisations

Proven track record in building and driving an end-to-end stakeholder engagement process with VIOs and/or not-for-profit organisations

Ability to work with others to explore new angles and stakeholder engagement ideas

Commitment to creating the best user experience by working collaboratively

High level of interpersonal skills to resolve organisational issues, negotiate contracts develop and motivate staff

Personal abilities and aptitudes

Professional, diligent, demonstrate initiative

Conduct research, to analyse problems and formulate appropriate solutions

Work independently whilst being proactive, process-oriented and solution focussed

Ability and willingness to undertake other tasks, as negotiated

Strong commitment to health and safety in the workplace

Employee agreement

Signature: _____ Date: _____

Employee's name: _____

Organisational acceptance

Signature: _____ Date: _____

Organisational Representative's name: _____

PD creation date

06/05/2024