

Position Title:	Victorian State Manager
Team:	Engagement
Reports To:	National Manager
Direct Reports:	Victorian Engagement Officer(s) and Volunteer(s)
Position Type:	Permanent
Required Hours:	38 hours per week (1.0 FTE)
Location:	Victoria based role
SCHADS Pay Level:	Level 5
Effective Date:	August 2024

POSITION SUMMARY

The purpose of this role is to manage GIVIT's service agreement with the Victorian Government to ensure all contractual obligations are met, raise GIVIT's profile in Victoria, build relationships with government agencies, support organisations, corporate and community donors, and drive and secure donations and funding to meet disaster recovery and support organisation needs. This is a highly autonomous role, requiring a very independent, motivated, self-starter with a determination to ensure GIVIT is a success in Victoria and make a real difference to people in need.

When you join the GIVIT team you become part of the GIVIT Community. We look for people who value kindness and empathy; act with integrity and respect as well as support all without judgement, discrimination or bias. If you are looking for a workplace that values your life experiences, passion and desire to make a real difference locally and across Australian, then you belong in the GIVIT Community.

RESPONSIBILITIES

Function/Area	Responsibilities
Project Management	<ul style="list-style-type: none"> Lead Victorian GIVIT team to coordinate the delivery of GIVIT services, including liaising with governments, charities and relevant agencies as well as scheduling of staff and volunteers, stakeholder engagement and issues management Ensure agreed service levels and key performance measures are met and exceeded wherever possible and actively intervene as appropriate where outputs and outcomes are not satisfactory achieved Ensure all data, reporting and compliance obligations are met Ensure effective management of human, financial and physical resources to meet performance objectives and contractual requirements Identify opportunities for ensuring the sustainability of the GIVIT service Provide end-to-end management and coordination services of individual and corporate donations (goods and services) Manage GIVIT's Victorian team to deliver on key GIVIT programs
Stakeholder Management	<ul style="list-style-type: none"> Develop and maintain strong and effective relationships with Victorian Government agencies, networks and forums to ensure they utilise GIVIT to identify and respond to the needs of their communities Develop and maintain strong relationships with Local Government Authorities across the state to utilise GIVIT to identify and respond to the needs of their communities

	<ul style="list-style-type: none"> • Develop and maintain strong relationships with charities/community service organisations to identify and respond to the needs of individuals and communities in need • Build GIVIT's reputation and relationships across all stakeholder groups, ensuring the organisation's brand is protected and enhanced • Build GIVIT's profile and raise awareness of GIVIT amongst the charity sector in Victoria, with the aim of having support organisations register with GIVIT and for their staff to commence requesting items on behalf of their clients • Ensure registered support organisations are accessing the GIVIT platform, and are supported in doing so • Identify corporate and sponsorship opportunities
Donation Management Platform	<ul style="list-style-type: none"> • Understand the donation management platform is central to GIVIT's success • Provide training to registered organisations – how to access the portal, see donation offers, request donations and complete donation transactions • Ensure donation records within the portals are accurate and updated in a timely manner
Marketing and Communication	<ul style="list-style-type: none"> • Work with GIVIT's marketing and communication team to raise awareness of GIVIT and GIVIT's programs • Represent GIVIT in a variety of settings, including media opportunities, public forums and conferences • Act as a state media spokesperson, and nationally when delegated
Risk Management	<ul style="list-style-type: none"> • Address and when appropriate notify the CEO/National Manager of any issues, concerns or risks in or during operational activities • Ensure all Victorian operations are in accordance with GIVIT's policies • Ensure a current Disaster and Emergency Recovery Service manual is in place and operational for Victoria
Leadership	<ul style="list-style-type: none"> • Identify opportunities for research and evaluate the services offered by GIVIT; and input into best practice and new/improved models of service • Provide advice, regular updates and reports to the CEO/National Manager • Role-model behaviours that demonstrate a high level of performance and integrity • Adhere to all organisational policies, procedures, standards and practices • Act only in ways that advance GIVIT objectives, values and reputation • Act with honesty, integrity and good faith at all times
Workplace Culture	<ul style="list-style-type: none"> • Excellent work ethic • Actively participate in GIVIT meetings and communications • Follow GIVIT policies and procedures with pride

SKILLS AND KNOWLEDGE

Personal

- Excellent work ethic
- Works autonomously, flexibly and uses initiative to achieve high quality results
- Confidentiality and integrity
- Positive outlook and commitment to continuous improvement
- Present as self-assured and confident with the ability to think independently with strong critical decision-making abilities
- Outstanding attention to detail and time management skills
- Strong numerical, written, verbal, and comprehension skills
- High level of analytical and problem-solving skills
- A police history check

Technical

- Tertiary qualifications and/or extensive experience in Emergency Management (Recovery), Community Development/Social Services or similar discipline.
- Competent application of Microsoft 365 and Sharepoint, Outlook, Microsoft Office and Teams

Business Skills

- Effectively and efficiently achieve outcomes to agreed timelines through excellent time management and communication skills
- Able to work under pressure with competing demands and to maintain composure in a fast-paced work environment
- Ability to multitask, think quickly and effectively in a small, dynamic work environment
- Ability to analyse, problem solve and make appropriate decisions for implementing solutions
- Measures and evaluates performance for continuous improvement opportunities
- Flexibility to adapt to different tasks and undertake other responsibilities or activities
- Plans and manages available resources to achieve agreed outcomes and within budget
- Proactively approaches and resolves conflict and seeks support/advice where necessary
- Provides specific, timely and appropriate feedback on their performance and future expectations

Leadership

- Ability to manage and lead a team
- Ability to set and achieve independent and team goals
- Builds and maintains professional relationships with all external stakeholders
- Works with GIVIT leadership, colleagues and peers to build long-lasting relationships
- A strong team player willing to 'roll up your sleeves' and assist the full team achieve its' goals
- Develops and shares GIVIT's future vision, goals and outcomes with volunteers and employees.
- Trains, develops and motivates people to achieve individual and team goals, tasks, and responsibilities.
- The ability to articulate oneself and provide clear instructions or directions to others
- Works collaboratively with clients and colleagues to achieve outcomes
- Contributes towards the team achieving its outcomes by meeting agreed commitments and by utilising agreed systems, practices, and procedures
- Proactively communicates changes in the ability to meet agreed commitments, outcomes or time frames to ensure colleagues can make the appropriate adjustments, etc

GIVIT Specific

- Plans and manages people and resources to achieve GIVIT's Vision and Mission and the organisation's Strategic Plan
- Continually works towards adding value to GIVIT services for their stakeholders
- Knowledge of GIVIT's policies, procedures and practices for self and others
- Great interpersonal skills that align with GIVIT's mission and the culture of the team