

Position Title:	Queensland Manager – Government and Community Engagement
Team:	Engagement
Reports To:	Head of Engagement
Direct Reports:	Queensland Engagement Officer(s) and Volunteer(s)
Position Type:	Permanent
Required Hours:	38 hours per week (1.0 FTE)
Location:	Brisbane based
SCHADS Pay Level:	Level 5
Effective Date:	January 2025

POSITION SUMMARY

The **Queensland Manager – Government and Community Engagement** is responsible for managing GIVIT’s service delivery and stakeholder relationships across Queensland. Leading the team in Queensland, the manager will raise GIVIT’s profile, support disaster recovery efforts, and enhance GIVIT’s capacity to meet the evolving needs of support organisations across the state.

Success in this role requires demonstrated experience in relationship and contract management, along with a strong understanding of disaster and emergency management arrangements within Queensland or a willingness to acquire this knowledge.

This is a highly autonomous and proactive role that requires a self-motivated, strategic thinker who is passionate about making a tangible difference to people in need, particularly those impacted by disasters and emergencies, while driving GIVIT’s continued growth and success in Queensland.

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
Stakeholder Management	<ol style="list-style-type: none"> Develop and nurture strategic relationships with Queensland Government agencies, networks, and forums to ensure GIVIT is utilized as a key resource in identifying and responding to the needs of local communities. Establish and strengthen partnerships with Local Government Authorities across Queensland to ensure effective utilisation of GIVIT’s services for community support and disaster recovery efforts. Collaborate with charities and support organisations to identify, assess, and respond to the needs of individuals and communities in need, ensuring GIVIT is a trusted partner in the delivery of essential goods and services. Expand GIVIT’s visibility and engagement within the charity sector by raising awareness of GIVIT’s services, encouraging support organisations to register and actively utilize the platform for their client needs.

	<p>5. Identify corporate sponsorships and partnership opportunities to enhance GIVIT’s capacity to deliver services and increase its funding base in Queensland.</p>
Program and Contract Management	<ol style="list-style-type: none"> 1. Direct and manage the Queensland team to deliver GIVIT’s key programs, ensuring alignment with organisational goals and service delivery standards. 2. Ensure service levels and key performance indicators are consistently met or exceeded, taking proactive measures to address any areas where outcomes fall short of expectations. 3. Manage all reporting, data, and compliance obligations to ensure GIVIT meets contractual and regulatory requirements in a timely and accurate manner, including those related to disasters and emergencies. 4. Prepare briefings, reports, and submissions for government engagement.
Donation Management Platform	<ol style="list-style-type: none"> 1. Master the GIVIT online donation management platform, understanding that its effective use is crucial to the success of the organisation’s mission. 2. Provide training and support to registered organisations on how to navigate the platform, access donation offers, request specific donations, and complete the necessary transactions. 3. Ensure the accuracy and timeliness of all donation records within the platform, ensuring that data is updated regularly and maintained to the highest standard.
Marketing and Communication	<ol style="list-style-type: none"> 1. Collaborate with GIVIT’s marketing and communications team to develop and implement strategies that raise awareness of GIVIT’s programs and initiatives across Queensland. 2. Represent GIVIT at public forums, conferences, and media events, ensuring the organisation’s mission and impact are effectively communicated to a wide range of audiences. 3. Serve as a state media spokesperson, representing GIVIT in the media, at conferences and events and act as a national spokesperson when delegated.
Risk Management	<ol style="list-style-type: none"> 1. Identify and address operational risks and, when necessary, escalate issues, concerns, or risks to the National Manager or CEO to ensure swift and appropriate action. 2. Ensure all Queensland operations comply with GIVIT’s policies, procedures, and best practices to minimise risks. 3. Maintain and update the Disaster and Emergency Recovery Plan and Event Specific Recovery Action Plans for Queensland, ensuring they are current and operational to guide response efforts during crises.
Leadership	<ol style="list-style-type: none"> 1. Lead, mentor, and manage the Queensland team, providing clear direction, support, and guidance to ensure high performance and alignment with GIVIT’s mission. 2. Foster a collaborative and productive work environment by empowering staff and volunteers to take ownership of their roles and responsibilities. 3. Ensure effective communication and decision-making, maintaining transparency and building trust within the team. 4. Drive continuous improvement by identifying opportunities for team development, skill-building, and process enhancements.
Workplace Culture	<ol style="list-style-type: none"> 1. Promote a positive and inclusive workplace culture, ensuring a supportive environment that values diversity, collaboration, and respect. 2. Champion GIVIT’s values across all operations and interactions, reinforcing the importance of empathy, accountability, and community impact.

	<ol style="list-style-type: none"> 3. Encourage team well-being by supporting work-life balance and providing resources for personal and professional development. 4. Lead by example, demonstrating GIVIT's commitment to making a difference and fostering a purpose-driven workplace.
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SKILLS AND KNOWLEDGE

Personal

- Strong work ethic with a commitment to high-quality results
- Ability to work autonomously, flexibly and uses initiative
- Upholds confidentiality and integrity, maintaining professionalism
- Positive outlook and commitment to continuous improvement
- Strong interpersonal skills aligned with GIVIT's mission and team culture
- Self-assured and confident with independent critical thinking skills
- Outstanding attention to detail and time management, and communication skills
- High level of analytical and problem-solving skills
- Current police history check

Technical

- Relevant qualifications or extensive experience in Disaster and Emergency Management (Recovery), Community Development/Social Services, or a related field
- Proficiency in Microsoft 365 and related tools is essential

Business Skills

- Excellent time management to achieve outcomes efficiently
- Ability to perform under pressure and in a fast-paced work environment
- Multitask and quick-thinking skills in a small, dynamic work environment
- Analytical, problem solving and decision-making capabilities
- Measures and evaluates performance for continuous improvement
- Flexibility to adapt to various tasks and responsibilities
- Resource planning and budget management
- Proactively approaches and resolves conflict and seeks support as needed
- Provides specific, timely and constructive feedback on performance and future expectations
- Adds value to GIVIT's services, contributing feedback on GIVIT's policies, procedures, and practices
- Strong relationship-building, communication, and negotiation skills with both government officials and community stakeholders

Leadership

- Proven ability to manage and lead a team effectively
- Ability to set and achieve individual and team goals
- Builds and maintains professional relationships with external stakeholders
- Collaborate with GIVIT leadership, and peers to foster strong relationships
- A team player willing to 'roll up your sleeves' to achieve GIVIT's goals
- Articulates GIVIT's vision, and shares it with volunteers and employees
- Trains, develops and motivates team members to meet goals and responsibilities
- Clear communication including the ability to provide instructions or directions to others
- Collaborative approach to achieve outcomes
- Contributes to team success by meeting commitments and adhering to systems and procedures
- Proactively communicates any changes affecting commitments, outcomes or timelines
- Plans and manages resources to align with GIVIT's Vision and Mission