

Position description

Position Title:	Queensland State Manager
Team:	Engagement
Reports To:	Head of Engagement
Direct Reports:	Engagement Officer(s) and Volunteer(s)
Position Type:	Full time - Permanent
Required Hours:	38 hours per week (1.0 FTE)
Location:	Brisbane / Hybrid
SCHADS Pay Level:	Level 5
Effective Date:	September 2025

Position summary

The Queensland State Manager is responsible for managing GIVIT's service delivery and stakeholder relationships across QLD. This role combines strategy and leadership with hands-on operational delivery to ensure GIVIT effectively supports individuals and communities experiencing hardship, particularly during disaster recovery.

Leading the QLD team, the Manager will raise GIVIT's profile, build and maintain strong relationships with key government and community stakeholders, and enhance GIVIT's capacity to meet the evolving needs of partner organisations across the state. The role also contributes to broader national initiatives and growth opportunities.

Success in this role requires demonstrated experience in both relationship and contract management, as well as the ability to think strategically while managing day-to-day operational demands. A strong understanding of disaster recovery and emergency management arrangements within QLD is highly desirable, or the capacity and a willingness to acquire this knowledge.

This is a highly autonomous and proactive role suited to a self-motivated leader who is passionate about making a tangible difference, while driving GIVIT's continued growth and success in QLD.

Key responsibilities

Function	Task
Stakeholder Engagement	<ul style="list-style-type: none"> Develop and nurture strategic and operational relationships and expand GIVIT's visibility to ensure it is recognised and actively utilised by councils, government, and community organisations as a key resource for disaster recovery and to support the needs of local communities. Support the Fundraising and Partnerships team to identify potential corporate sponsorships and partnership opportunities and to nurture existing relationships. Promote GIVIT's role in sustainability and the circular economy by encouraging the reuse of quality goods, reducing waste, and

	educating stakeholders on the environmental benefits of responsible donation management.
Program and Contract Management	<ul style="list-style-type: none"> • Direct and manage the QLD team to deliver GIVIT's key programs and any state-specific projects or funded initiatives, ensuring alignment with organisational goals, contractual obligations, and service delivery standards. • 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. • 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. • Prepare briefings, reports, and submissions for government engagement.
Donation Management Platform and Operational Support	<ul style="list-style-type: none"> • Oversee the effective use of GIVIT's donation management platform across QLD, ensuring Engagement Officers are supported to deliver consistent training, user support, and troubleshooting for community organisations. • Lead and coordinate operational processes to ensure donation activities (requests, offers, purchasing, and corporate stock allocation) are efficient, compliant, and responsive to identified needs. • Monitor donation activity and data trends to identify systemic issues, unmet needs, and opportunities for improvement, escalating insights to the Head of Engagement and working with team members to resolve at an operational level. • Provide guidance and mentoring to Engagement Officers and volunteers undertaking donation-related tasks, building capability and ensuring alignment with GIVIT's processes and values. • Contribute directly to operational tasks during surge events or when additional support is required, modelling a collaborative and hands-on approach to ensure continuity of service.
Disaster Recovery, Special Projects or State/Territory Objectives	<ul style="list-style-type: none"> • Lead the implementation of disaster recovery activities across QLD in consultation with the Head of Engagement, including identifying emerging community needs, coordinating donation logistics, and overseeing the delivery of appeals and targeted assistance. • Coordinate GIVIT's involvement in rapid response efforts, liaising with key stakeholders, attending disaster coordination and recovery meetings, and directing the distribution of goods or vouchers in line with GIVIT's model. • Promote GIVIT's responsible donation management model, supporting stakeholder understanding of verified needs, and guiding conversations to avoid unsolicited or misdirected donations.

	<ul style="list-style-type: none"> Oversee the delivery of funded special projects and state-specific objectives as outlined in annual work plans, ensuring timely execution, accurate reporting, and strong stakeholder collaboration.
Marketing and Communications	<ul style="list-style-type: none"> Collaborate with GIVIT's marketing and communications team to develop and implement strategies that raise awareness of GIVIT's programs and initiatives across QLD. Represent GIVIT at public forums, conferences, and other events, ensuring the organisation's mission and impact are effectively communicated to a wide range of audiences. Serve as GIVIT's media spokesperson at the state level, and act as a national spokesperson when delegated – including representation with the media, conferences and public forums.
Risk Management	<ul style="list-style-type: none"> Identify, manage and escalate risks or barriers to recovery operations or project delivery, and work with the Head of Engagement to develop and implement solutions. Ensure all QLD operations comply with GIVIT's policies, procedures, and best practices.
Leadership	<ul style="list-style-type: none"> Lead, mentor, and manage the QLD team, providing clear direction, support, and guidance to ensure high performance and alignment with GIVIT's mission, values and strategic priorities Contribute to the overall leadership of GIVIT by collaborating with peers and the Head of Engagement on national initiatives, sharing insights, and helping shape organisational strategies and approaches. Foster a collaborative and productive work environment, empowering staff and volunteers to take ownership of their roles, embrace innovation and work cohesively towards collective goals. Ensure effective communication and decision-making, maintaining transparency, accountability and trust within the team and across the organisation Drive continuous improvement by identifying opportunities for professional development, team growth, and process enhancements that strengthen both state and national outcomes
Workplace Culture & Safety	<ul style="list-style-type: none"> Live the GIVIT Vision, Mission, Purpose, and role model GIVIT values, in a commitment to high performance in all aspects of work. Actively participate in GIVIT team meetings, communications, and collaborative initiatives. Adhere to and comply with GIVIT's policies and procedures, demonstrating pride and professionalism in their application. Champion the implementation of the RAP through community engagement, relationship-building with Aboriginal and Torres Strait Islander stakeholders, and by promoting inclusive and culturally safe practices in all programs and communications. Foster a safe and supportive work environment by engaging with health and safety practices, listening to colleagues, promoting wellbeing, and taking proactive steps to care for your physical and mental health.

	<ul style="list-style-type: none"> • Demonstrate a commitment to diversity, equity, and inclusion by actively contributing to a culturally safe and inclusive workplace that values diverse perspectives, backgrounds, and experiences.
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Skills & knowledge

Qualifications, Experience and Technical

- Relevant tertiary qualifications or extensive experience in Disaster and Emergency Management (Recovery), Community Development, Social Services, or a related field.
- Demonstrated experience in staff management, including recruitment, supervision, mentoring, and performance development.
- Proven capability in budget management, financial oversight, and effective allocation of resources to achieve organisational priorities.
- Experience in risk management, including identifying, assessing, and mitigating operational and program risks.
- Experience in contract management, including delivering against funding agreements, monitoring compliance, and reporting on outcomes.
- Familiarity with the not-for-profit, community or government sectors with an understanding of how they intersect in disaster recovery and community support.
- Confident and capable in using digital systems, including CRMs and online platforms, with a willingness to learn new technologies and processes as required.
- Proficient in Microsoft 365 applications, including Outlook, Teams, SharePoint, OneDrive, and Excel, with the ability to navigate cloud-based file management and communication tools.
- Current driver's licence and ability to travel to GIVIT's Brisbane Headquarters and within the state as required.
- Current National Police Check, or willingness to obtain one.

Personal

- Strong interpersonal skills – Builds positive, respectful relationships with a wide range of stakeholders, both internal and external.
- Excellent communicator – Confident and clear in both verbal and written communication; able to tailor messaging to diverse audiences.
- Caring and community focused – Approaches engagement with empathy, professionalism, and a genuine commitment to supporting people experiencing vulnerability or hardship.
- Ethically motivated – Acts with integrity, maintains confidentiality, and demonstrates alignment with GIVIT's Purpose, Mission, Vision, and Values.
- Organised and accountable – Demonstrates strong time management and attention to detail, managing competing priorities effectively and following through reliably.
- Creates positive team and organisational culture – Provides a psychologically safe workplace where team members feel trusted, valued and supported and ensures achievements are recognised and celebrated.
- Confident and self-assured – Exercises independent judgement and critical thinking in complex situations, while remaining open to feedback and collaboration.
- Analytical and solutions-focused – Demonstrates strong problem-solving skills, using evidence and insight to guide decisions and improve outcomes.



- Adaptable and calm under pressure – Thrives in dynamic environments; navigates ambiguity and leading others through change and shifting priorities with clarity and composure.
- Collaborative and improvement-oriented – Works proactively with peers to support continuous improvement across GIVIT's programs.