

Position description

Position Title:	Head of Engagement
Team:	Engagement
Reports To:	Chief Executive Officer
Direct Reports:	Direct: State Managers and Territory Program Coordinator Indirect: Engagement Team members, including volunteers
Position Type:	Full time
Required Hours:	38 hours per week (1.0 FTE)
Location:	Brisbane, Sydney or Melbourne as negotiated
SCHADS Pay Level:	7
Effective Date:	November 2024

Position summary

As a member of GIVIT's Executive team, the Head of Engagement, contributes to the design and implementation of organisational strategic objectives with specific responsibility for the Engagement program and services.

Collaborating closely with the CEO and Executive Team, the role has a key responsibility representing and leading GIVIT's external facing engagement - with donors, partner community organisations, governments at all levels, and other key stakeholders and supporters.

The position leads the planning, delivery, assessment, and adaptation of GIVIT's Engagement program of:

- National and State Engagement plans and budgets,
- GIVIT responses to disasters or emergencies, and
- compliance with relevant contractual agreements, including the provision of up-to-date and accurate reports.

The Head of Engagement builds GIVIT's reputation as a leader in donation management, disaster recovery, waste reduction, and broader community engagement activities.

The role may require reasonable additional hours, particularly during times of disaster and emergency, domestic travel is also required.

Key responsibilities

Function	Task
Engagement Program	<ul style="list-style-type: none"> • Lead the design and delivery of GIVIT's Engagement program nationally to ensure responsive, innovative, and quality services are provided to donors, partner community organisations, and the community. • Ensure all contractual obligations and reporting requirements, as well as relevant service and

	<p>professional standards, are achieved or exceeded, and initiate remedial action as appropriate.</p> <ul style="list-style-type: none"> • Ensure effective management of human, financial, and physical resources to meet performance objectives and contractual requirements. • Train, develop, and coach Engagement team in relevant organizational policies, procedures, standards, and practice. • Provide appropriate and timely feedback and implement performance management processes that develop individual and team performances. • Develop, implement and maintain consistent systems, procedures, and practice that support the delivery of impactful, effective, efficient, and timely donation management, community development, disaster recovery, and the reduction of waste. • Embrace innovative and new ways of thinking about, and delivering, the Engagement program. • Design and deliver program monitoring and evaluation frameworks and processes and build a culture of continuous improvement. • Identify opportunities that ensure the sustainability, diversification, and growth of GIVIT's Engagement program. • Identify opportunities that secure GIVIT's position as a leader in donation management.
Leadership	<ul style="list-style-type: none"> • As a member of the Executive Leadership Team, contribute to the design and implementation of organisational strategic objectives. • Role-model GIVIT's values and behaviours demonstrating a high level of professionalism and performance. • Adhere to all applicable Government legislation and organisational policies, procedures, standards, and practices. • Train, develop, and coach the Engagement team in relevant organizational policies, procedures, standards, and practice. • Provide appropriate and timely feedback and implement performance management processes that develop and enhance individual and team performances. • Effectively lead a team in periods of change, growth, and in complex situations. • In collaboration with Executive Leadership Team, strengthen and enhance GIVIT's capacity to quantify, measure, and report on the impact of our work. • Support the GIVT Board and Committees as appropriate. • At all times ethically, with integrity and good faith and in ways that advance GIVIT objectives, values, and reputation.

<p>External Relationships</p>	<ul style="list-style-type: none"> • Relationships with Federal and State Governments, and Local Authorities, their agencies and networks. • Establish, build, and maintain positive relationships with partner community organisations and community sector peak bodies. • Establish, build, and maintain positive relationships with key donors and supporters. • Develop and build GIVIT's reputation and relationships across all stakeholder groups, ensuring the organisation's brand is protected and enhanced. • Develop and maintain strong, effective and respectful • Represent GIVIT and inspire and support members of the Engagement team to represent GIVIT, in a variety of settings, including the media, public forums, and conferences. • Build GIVIT's profile and raise awareness of GIVIT amongst the charity/community service sector nationally.
<p>Internal Communications</p>	<ul style="list-style-type: none"> • Ensure the GIVIT team is kept informed and motivated about the organisation's achievements with regular internal communication. • Provide timely advice to the CEO and the Board and make recommendations for changes/updates based on feedback. • Ensure the GIVIT team are kept up to date with any changing business priorities.
<p>Risk Management</p>	<ul style="list-style-type: none"> • Ensure that GIVIT operations comply with all applicable laws and regulations, contractual obligations, relevant quality and program standards, organisational policies and procedures, industry codes of conduct, and best practice. • Ensure Engagement program risks are identified, considered, and understood and that corrective action is initiated as required or that the concern is escalated in accordance with policy and procedures. • Identify, analyse, and report on emerging risks and opportunities.
<p>Performance and Reporting</p>	<ul style="list-style-type: none"> • Meet all financial and non-financial KPIs as set by GIVIT's Board and/or Chief Executive Officer. • Prepare regular reports and updates for GIVIT's CEO and Board as and when required. • Track, evaluate, and report on Engagement program performance and outcomes. • In collaboration with the Executive Leadership Team, strengthen and enhance GIVIT's capacity to quantify, measure, and report on the social impact of our work.
<p>Environmental Scanning</p>	<ul style="list-style-type: none"> • Ensure GIVIT's ongoing compliance with relevant legislation, Codes of Conduct, etc. • Identify opportunities for collaboration with external stakeholders, including partner community

	<p>organisations and their peak bodies, governments at all levels, donors and supporters, etc.</p> <ul style="list-style-type: none"> • Monitor emerging trends and developments, and assess the relevance, application, and cost/benefit for GIVIT. • Strengthen GIVIT's reputation and value proposition.
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Skills & knowledge

Qualifications, Experience and Technical

- Tertiary qualifications in Disaster/Emergency Management; Community Services; Business; Marketing/Communications; or substantial relevant experience.
- 5+ years' experience in disaster response or recovery fields, community engagement and development positions, or equivalent experience.
- Extensive experience in relationship management, preferably within the not-for-profit sector or volunteer-based organisations.
- Expertise working with a range of diverse stakeholders, e.g., donors, partner community organisations, governments at all levels, and other key stakeholders and supporters.
- Demonstrated experience leading projects - planning, implementing, reviewing, and achieving project goals and objectives within agreed resources and timeframes.
- Proven track record effectively leading Government contracted services.
- Ability to analyse complex situations, apply a problem-solving approach and exercise good judgement in decision making.
- Competent application of technology, Outlook, Microsoft Office, Teams and apps.
- Competent and confident in media appearances and public speaking.

Leadership

- Proven ability to translate organisational strategy and goals into operational plans and budgets, and individual and team goals.
- Demonstrated ability to deliver individual and team outcomes within agreed parameters.
- Continually develop and evolve strategies, systems, and capacity of team.
- Extensive experience leading and managing a diverse team, including remotely based team members.
- Demonstrated ability to effectively lead a team in a dynamic and fast paced work environment, while balancing competing priorities, demands, and risks.
- Proven ability to effectively lead a team in periods of change and in complex situations.
- Experience managing team and individual performance - including providing specific, timely, and appropriate feedback.
- Proven experience training, developing, and motivating teams to achieve individual and team goals, tasks, and responsibilities.
- Proven ability to effectively lead a team in periods of change and in complex situations.

Personal

- Personal alignment with GIVIT's Purpose, Mission, Vision, and Values.
- Ethically motivated professional who acts with integrity.
- Proven interpersonal skills with the ability to collaborate effectively and develop good working relationships with both internal and external stakeholders.
- Excellent communication, both verbal and written to a diverse range of stakeholders and audiences.

GIVIT

- Excellent personal work ethic with a thorough understanding of confidentiality and privacy.
- Proven capacity to analyse, problem solve, and exercise good judgement.
- Positive outlook, use initiative to achieve results, and commitment to continuous improvement.
- Proven attention to detail and time management skills.
- Proactively approach and resolve conflict and seek support or advice where necessary.
- Flexibility to adapt to different roles and undertake other responsibilities or activities as necessary to achieve GIVIT's objectives.
- A clear national police check and holder of a current driver's licence.

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 Australia, then you belong in the GIVIT Community.