

Position description

Position Title:	Engagement Officer
Team:	Engagement
Reports To:	State Manager
Direct Reports:	Nil
Position Type:	Full time or Part time
Required Hours:	Up to 38 hours per week (1.0 FTE)
Location:	GIVIT Head Office or Remote (WFH)
SCHADS Pay Level:	Level 3
Effective Date:	July 2025

Position summary

The Engagement Officer plays a key role in supporting the delivery of GIVIT's engagement activities across Australia- with the role split between engaging with external stakeholders and managing donation activity via GIVIT's online platform. Reporting to the State Manager and working with other members of the Engagement team, this role helps facilitate the distribution of goods and services to individuals and communities experiencing hardship or disaster.

The Engagement Officer works directly, both face-to-face and virtually, with local partner organisations to build strong relationships, support use of the GIVIT platform, identify local needs, and match those needs with offers of donations from the public, corporate, and philanthropic partners.

The Engagement Officer role is highly variable and adapts to operational context which may include supporting disaster recovery operations, contributing to special projects, and participating in state or national events and initiatives.

Key responsibilities

Function	Task
Stakeholder Engagement	<ul style="list-style-type: none"> Identify and engage new partner organisations, assisting people in hardship or disaster recovery, through both face-to-face and virtual outreach. Promote the benefits of GIVIT and provide tailored training and support to help organisations access and use the platform to meet the needs of the individuals and communities they serve. Build and maintain positive, professional relationships across all sections of the community that support long-term engagement and effective service delivery of GIVIT's program offering. Identify opportunities for collaboration with partner organisations, state government, and donors, and share relevant insights with internal teams to support coordinated engagement and impact

	<ul style="list-style-type: none"> • Promote GIVIT's role in supporting 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. • Record and monitor stakeholder interactions to ensure continuity of engagement and contribute to internal reporting, planning, and continuous improvement.
Donation Management Platform	<ul style="list-style-type: none"> • Maintain up-to-date knowledge of GIVIT's donation management platform to deliver effective end-to-end training, user support, and troubleshooting—both face-to-face and virtually. • Provide operational and administrative support to ensure efficient service delivery across donation activities, including processing offers and purchase orders, routine system tasks, and database maintenance. • Monitor and administer incoming requests and available offers to ensure they align with GIVIT's guidelines and identify opportunities to address unmet needs. • Assist with the coordination and allocation of corporate stock, liaising with community organisations to ensure timely and appropriate distribution. • Support and guide volunteers undertaking donation-related tasks, as required, ensuring alignment with GIVIT's processes. Volunteers report to the State Manager, but Engagement Officers may provide task-level guidance based on operational knowledge.
Disaster Recovery, Special Projects or State/Territory Objectives	<ul style="list-style-type: none"> • Assist with the implementation of disaster recovery activities, including identifying emerging community needs, managing donation logistics, and supporting the delivery of appeals and targeting assistance. • Participate in rapid response efforts where required, including liaising with local stakeholders and recovery agencies, attending disaster coordination or planning meetings, and supporting the distribution of vouchers or goods. • Help manage expectations of stakeholders and community members by promoting GIVIT's role and model of responsible donation management, including the importance of verified needs and avoiding unsolicited goods. • Support the delivery of funded special projects or state/territory-specific objectives as outlined in your annual work plan, including reporting, stakeholder coordination, and administrative follow-up.
Communications and Reporting	<ul style="list-style-type: none"> • Represent GIVIT at community events, forums, and meetings as required. • Assist in the collection and preparation of impact stories, case studies, and reports by capturing relevant data, social media content, testimonials, and community outcomes. • Contribute to the tracking and reporting of engagement activities, outcomes, and impact.

	<ul style="list-style-type: none"> Undertake media interviews and other public-facing communication as required, in consultation with the State Manager and GIVIT's Marketing team.
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. 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.

Skills & knowledge

Qualifications, Experience and Technical

- Experience in community engagement, community development or the social services sector is highly desirable; training and support will be provided.
- Familiarity with the not-for-profit, community or government sectors (required).
- Confident and capable 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 your state as required.
- Current National Police Check (or willingness to obtain).

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 detail-oriented – Demonstrates strong time management, attention to detail, and follows through on tasks reliably and independently.

- Self-motivated and resourceful – Works autonomously, takes initiative, and proactively seeks solutions to challenges, drawing on sound judgment and creativity.
- Flexible and adaptable – Thrives in dynamic environments, takes initiative, and responds calmly and effectively to changing priorities.
- Collaborative and proactive – Works well within a team environment, contributes to shared goals, and seeks continuous improvement.