

Position Description

Title	Manager Community & External Relations Business Partners
Business Unit	Planning and Internal Partnerships Community and External Relations
Location	Flexible – Victoria or Tasmania
Employment type	Ongoing – Full-time
Reports to	Senior Manager Planning and Internal Partnerships

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The role leads a team of Business Partners to partner with Operations to provide specialist advice and a consistent source of support for all advocacy, brand, communications, fundraising and marketing activities. Work closely with Business Partners for other support services to deliver a seamless service.

2. Scope

Budget: nil

People: 4 FTE: Business Partners

3. Relationships

Internal

- Operational Executive Officers, Group Managers and General Manager
- Senior Leadership group

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- Other members of the Uniting leadership team
- Business Partners and managers of Business Partners in other support services
- Performance and Integration Division
- Quality and Compliance Division
- Mission and Inclusion Division
- Housing and Property Division

External

- Senior leadership in advocacy, brand, communications, fundraising and marketing in sister agencies in the Uniting brand
 - Senior leadership of UnitingCare Australia
 - Other Uniting Church agencies and organisations
 - Local partners and stakeholders including but not limited to community services sector, health sector, media, fundraising, congregations
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4. Key responsibility areas

Operational

- Lead, manage and coordinate the work of the divisional Business Partners to ensure consistency of delivery
- Act as Business Partner for Uniting's support services
- Support Business Partner activities in other portfolio areas where needed.
- Maintain and develop positive and professional working relationships with key stakeholders and partners
- Work with Operational leaders to identify key priorities for advocacy, internal and external communications, fundraising and marketing and ensure these are reflected in the operational planning of the Community and External Relations Division
- Work with the Creative and Digital Services team to create tools to allow operational teams to deliver non-priority activities
- Work in partnership with the leadership of other Business Partner roles in support services to ensure that all functions are working collaboratively to provide the support to Operations
- Ensure that the specific requirements of operational, particularly place-based, services are reflected in division activities

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.

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- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
 - Ensure appropriate use of resources.
 - Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
 - Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
 - Identify opportunities to integrate and work collaboratively across teams.
 - Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
 - Promote a positive safety culture by contributing to health and safety consultation and communication.
 - Promptly respond to and report health and safety hazards, incidents and near misses to line management
 - Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
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5. Performance indicators

- To be agreed with line manager.
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6. Person specification

Qualifications

- Bachelor's degree in communications, marketing or a related discipline, or equivalent experience

Experience

- At least 5 years' experience in communication, marketing or fundraising in a large complex organisation
- Experience managing multiple stakeholders and multiple priorities
- Demonstrated experience in leading a high performing team
- The ability to influence and work collaboratively with a range of stakeholders including peers, employees, external organisations, funding bodies and government agencies

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Leadership:** Strong leadership and management skills, ability to work collaboratively and build strong working relationships, while modelling expected behaviours
- **Interpersonal skills:** ability to communicate complex information clearly and in an engaging manner across all levels within the organisation.
- **Project management:** proven ability to lead and manage projects
- **Multitasking:** An ability to manage a multitude of complex tasks and projects simultaneously.
- **Stakeholder management:** ability to understand, relate to and manage diverse and difficult stakeholder needs
- **Influence and negotiation:** Ability to give and gain cooperation at all levels.
- **Problem solving:** proven high level of analysis and complex problem solving.
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.
- **Communication:** Strong written and verbal communication skills, including the ability to conduct presentations and prepare reports.
- **Self-management:** ability to manage multiple tasks and competing priorities.

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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: