

# Position Description

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|-------------------------|-----------------------------------------|
| <b>Title:</b>           | Manager, Client Advisory & Impact       |
| <b>Business unit:</b>   | Community & External Relations (C&ER)   |
| <b>Location:</b>        | 130 Lonsdale Street, Melbourne VIC 3000 |
| <b>Employment type:</b> | Full-time, ongoing                      |
| <b>Reports to:</b>      | Head of Social Impact & Engagement      |

## 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

For more than 25 years, the Social Impact and Engagement team has sought to build the capacity of businesses in the banking, insurance, debt collection, real estate, telecommunications, water and energy sectors to build on positive business culture and capacity to support consumers who may be experiencing a range of vulnerabilities, with a view to building organisational strengths and opportunities to establish better understanding and practices around addressing their needs. The Manager, Client Advisory and Impact provides operational and people leadership across the Social Impact and Engagement team's services, with responsibility for managing a portfolio of consulting projects, maintaining strategic client relationships and managing a small team of professionals.

The Manager, Client Advisory and Impact reports to the Head of Social Impact and Engagement and works alongside the Manager, Training and Development to deliver organisational objectives, business growth and service excellence. This includes continuing to grow the program, developing and maintaining sustainable and productive corporate partnerships and responding to evolving consumer and community needs through the development of products and services and consumer advocacy.

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## 2. Scope

#### Budget:

Shared responsibility for financial performance, forecasting, resource utilisation and revenue generation across the Social Impact and Engagement Team's portfolio.

#### People:

- 1-4 employees.
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## 3. Relationships

#### Internal

- Head of Social Impact and Engagement
- Social Impact and Engagement Team
- Community and External Relations Division
- Teams across Uniting including business partners in Finance, Quality, Marketing and People and Culture.

#### External

- Corporate partners
  - Community service organisations
  - Vendors and suppliers.
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## 4. Key responsibility areas

#### Service delivery and project consultancy:

- Partner with clients to understand their strategic, operational, and cultural issues, challenge assumptions and deliver a roadmap for improvement / change in the form of tangible recommendations and identification of opportunities – Uniting's diagnostic review process.
- Leadership and stakeholder engagement to confirm commitment to the diagnostic review roadmap, set objectives and articulate roles and accountabilities.
- Present diagnostic findings and reporting to clients, primarily senior leadership teams, executive managers, and CEOs.
- Effectively deliver both large projects and smaller pieces of work to maximise use of both time and resources.
- Support team members to undertake call listening and coaching of customer-facing staff, observing language and customer interaction, and measuring shifts in performance.
- Review with leaders and stakeholders the progress insight and iterative adjustment to the approach as required.
- Undertake ongoing consultation to guide embedding of systems, policies, processes, and training into the client and reinforce skills, knowledge, and behaviours, including advice about change management and communication activities.
- Manage the Lived Experience Program Officer to support Uniting's Lived Experience program including focus groups, co-design initiatives and other projects.

#### Strategic capability

- Support the Head of Social Impact and Engagement in implementing the Social Impact and Engagement team strategy.
- Identify emerging market opportunities and contribute to new service offerings.
- Contribute to annual planning, business development, and revenue growth initiatives.
- Lead strategic projects as delegated by the Head of Social Impact and Engagement.
- Provide insights and recommendations regarding sector trends, client needs, and market opportunities.

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- Develop processes for the collection, analysis and reporting of data to support contract requirements, continuous improvement, staff development, and business development.
- Lead research, keeping abreast of new trends and information across a variety of relevant industries, regulators, and lawmakers to enhance and inform consultancy and training delivery.
- Lead and deliver business development activities.
- Develop and lead continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes.
- Capture lived experience insights of consumers for the purpose of identifying opportunities to provide tangible, cross industry, and cross sector improvements to consumer outcomes, increase public awareness of issues and influence public debate.
- Represent Uniting and its services in external forums, in both the corporate and community sectors, as required.
- Manage key corporate, regulatory and government client relationships throughout project consultation, development, and delivery process.
- Link with other Uniting programs to obtain practice insight, case studies and evidence, and contribute to policy positions and submissions to inquiries, royal commissions, and government planning discussions.

#### Finance management:

- Work with the Executive Director, Senior Manager and Finance Business Partner to develop and support the program budget.
- Manage the credit card facility in line with organisational requirements.

#### People and teams:

- Directly supervise and manage 1-4 employees, including recruitment, induction, supervision, development, performance reviews and workforce planning.
- 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.
- Assist the Head of Social Impact and Engagement in allocating resources across consulting projects and client engagements, succession planning activities and act as delegate for the Head of Social Impact and Engagement during period of leave, as required.
- Monitor team capacity, utilisation, and project delivery performance.
- Support the development and implementation of team business plans and operational priorities.
- Contribute to performance management, development planning, and employee relations matters.
- Lead team meetings and operational forums as required.

#### Leadership and practice:

- Actively engage in the execution and achievement of the Social Impact and Engagement team objectives as well as Uniting's Strategic Plan and business operational objectives.
- Implement innovative approaches to improve service design, delivery, and evaluation, using methodologies that meaningfully represent the lived experience of consumers and respond to emerging needs.
- Develop, implement, and drive consistently high quality, customer-centric and culturally competent programs and services.
- Ensure that regular, appropriate supervision and reflective practice is provided of staff, and that service delivery reflects contemporary practice.
- Lead and engage in activities and forums to influence public policy discourse and direction in line with Uniting's policy including advocacy alongside people with a lived experience and other key internal and external stakeholders (where relevant).

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- Contribute to regional and state-wide research, conferences, training and/or forums (where relevant) supervision and professional development activities.
- Support a psychologically safe, inclusive, and high-performing team culture.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- 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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and / or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation.

## 5. Person specification

### Qualifications

- Relevant tertiary qualifications such as a Bachelor degree or higher in Business / Commerce / Economics / Arts.
- Current Australian driver licence.

### Experience

- Experience in working with stakeholders in business, government, and community sectors.
- Demonstrated understanding of the issues related to inclusion and participation of all members of our community.
- Demonstrated knowledge of policy and regulatory frameworks within and across sectors such as financial services, energy or telecommunications.
- Demonstrated ability to interpret and apply standards, policies and procedures.
- Excellent written and verbal skills.

### Other requirements

- Capacity to travel (within State, interstate and overseas).
- Capacity to work flexible hours (some evening and weekend work).

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### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
  - **Leadership:** strong leadership and management skills and knowledge within a complex service delivery environment; ability to lead strong, high functioning, teams and align teams with the organisational values and goals, particularly those related to consumer-centricity.
  - **Stakeholder relationships:** strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships.
  - **Communication:** excellent interpersonal skills; strong written and verbal communication skills.
  - **Problem-solving:** proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment.
- Interpersonal skills:** respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability.

### 6. 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.**

### 7. Acknowledgement

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

#### Employee

Name:

Signature:

Date: