

Position Description

Position Title:	Project Officer
Division:	Northcott Innovation
Reporting To:	Design Lead
Direct Reports:	None

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity

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KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Northcott Innovation Limited (NI) is a wholly owned subsidiary of Northcott. NI's purpose is to enable the co-creation of solutions that support people with disability to live as equals in their community. NI achieves this by focussing on initiatives to explore, innovate and develop ideas through connections and partnerships and align these initiatives to Northcott's purpose, values and strategic direction.

KEY OBJECTIVE OF THE POSITION:

The Project Officer will:

- provide project management and administrative support to Northcott Innovation's flagship projects, primarily NEST, a home-matching platform for people with disability, developed by Northcott Innovation.
- provide strategic project management and administrative support to Northcott Innovation's new and emerging projects.
- To assist with the development, coordination, provision and evaluation of design workshops
- To independently manage and participate in various aspects of the diverse day-to-day operations of Northcott Innovation e.g. grant applications, government submissions, fundraising campaigns.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Ability develop and maintain relationships with NEST users (people with disability, their support network, property advertisers) and other external stakeholders.
- Ability to work with people across the organisational spectrum, from senior executive to frontline.
- Excellent communication and presentation skills
- An enthusiastic team member who is happy to take a hands-on, practical approach to task completion and problem solving
- Advanced organisational skills with the ability to multitask and prioritise duties
- Experience working in disability, social impact or non-profit sector

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Graduate level qualifications

DELEGATION LEVEL

- *NIL*

CORE COMPETENCIES OF THE ROLE

Relationship Building

- Deliver high quality project support whilst maintaining an excellent customer service ethic
- Model Northcott's values in all engagement with internal and external stakeholders.
- Maintain strong relationships with internal and external stakeholders, including the developers of NEST
- Contribute to the development and growth of relationships with strategic partnership organisations, including Local, State and Federal Government, peak bodies, other disability service providers, tertiary institutions, to maximise financial and non-financial support.

Problem Solving

- Provide high quality customer support to the users of the Nest home-matching platform
- Ability to prioritise and juggle numerous tasks simultaneously

Leadership

- Participate in the formal annual performance review process
- Actively participate and contribute as a member of the Northcott Innovation team

Financial Impact

- Monitors project based budgets and tracks income/expenditure appropriately and consistently
- Creates project based budgets in line with strategic priorities and organisational finances

Time Impact

- Makes decisions within the remit of the role, and actions within agreed time-frames

DUTIES

The typical duties of this position include:

1. Taking a lead role in the management of NEST
2. Taking a lead role in the day-to-day management and implementation of Northcott Innovation projects and initiatives, including the administrative, financial and operational processes surrounding project implementation.
3. Maintaining a high level of inclusivity and accessibility across all projects, initiatives, workshops and training opportunities.
4. Managing and participating in the processes surrounding grants, submissions, funding proposals and/or fundraising initiatives including, but not limited to: research, content creation, budget creation and approvals, operational approvals, stakeholder/customer engagement

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5. Providing administrative support to core Northcott Innovation projects such as: data entry; background research; data reports; financial processing
 6. Feeding into multi-channel marketing and engagement strategies to promote the work of NI

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.