

Position Title:	Project Officer
Division:	Northcott Innovation
Reporting To:	Senior Manager Service Design and Innovation
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.

Diversity and Inclusion

Northcott actively promotes diversity and inclusion. We are committed to providing a workplace where every person is valued, respected and supported to progress. Northcott ensures no one is disadvantaged on the basis of their Aboriginal and Torres Strait Islander identity, culture, LGBTIQ+ identity, disability, gender, age, religion or caring responsibilities. We recognise the important role language and cultural understanding play in connecting with and supporting our diverse communities.

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:

- Taking a lead role in the management of NEST.
- Support strategic project management and administrative support to Northcott Innovation's new and emerging projects.
- Assist with the development, coordination, provision, and evaluation of design workshops.
- To independently manage and participate in day-to-day operations including grants, submissions and fundraising as delegated by the manager.

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
- Valid NDIS Worker Screening Check (or willingness to obtain)
- Valid NSW Working with Children Check or Blue Card (or willingness to obtain)

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. Day-to-day management and implementation of Northcott Innovation projects.
3. Ensuring inclusivity and accessibility across all initiatives.
4. Supporting grants, submissions, and funding proposals.
5. Providing administrative support including data and financial processing.
6. Contributing to marketing and engagement strategies.



Position Description

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
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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
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Please forward a signed copy to Human Resources.