

Branch	Strategy and Engagement
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 6
Reports to	Senior Manager, Business and Strategy
Supervisory responsibilities	Nil
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	Sep 2022
Approved by	Senior Manager People and Culture
Review date	Sep 2023

## Our Values

- Integrity** **Do what is right:** acting fairly, honestly, openly and consistently.
- Learning** **Get better at what we do:** improving our knowledge and understanding.
- Inclusion** **Everyone matters:** valuing diversity, connection, belonging and social justice for all.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

## Our Behaviours

- We** problem-solve with our customers
- We** own our actions
- We** celebrate success
- We** turn challenges into opportunities
- We** treat everyone with dignity

## Position Purpose

The Strategy and Engagement Branch enhances Social Futures' effectiveness, reputation and market position. The Strategy and Engagement Branch has a core focus on relationship management and excellent customer service; creates, finds and wins new business opportunities; engages, advocates and advocates with our stakeholders, communities, participants, and the human and community services sector.

The Business and Social Strategy team delivers business and market insights, identifies and secures new business and funding opportunities and develops innovative models to achieve sustainable impact and growth. The team advocates and works with the human and community services sector to deliver social development and innovation programs and projects which promote social inclusion and develop sector capacity and resilience.

The Social Impact and Business Analyst is a key role supporting our tender and grant writing functions. The position undertakes market research and analysis, delivers business and market insights, helps build tender responses, and identifies, develops and assesses opportunities for business growth and development (including funding, social enterprise, impact investment, and social program development).

## Key Accountabilities

*A high-level description of the most critical and important aspects of the position*

- Research market expansion opportunities in new geographies, services or products and build organisational capacity to respond to sector trends, developments and business opportunities
- Prepare and present a range of market and business intelligence and research to inform the organisation, support decision making and support funding, grant and tender submission
- Assess feasibility of opportunities by undertaking business, financial and social impact modelling and analysis, due diligence and research; and support the implementation of viable initiatives.
- Develop, review and contribute to the development of tenders, grant, project, business, or social enterprise proposals, ensuring clear scope and deliverables
- Develop and implement systems to assess potential markets, customers, services and products; and provide insights into Social Futures' current activity, including analysis of current programs and services, social impact data, and the organisation's strengths, capabilities, resources and gaps
- Identify and build networks, relationships and partnerships across the social and human services sector, government, and other institutions to gather business and social impact intelligence and identify potential opportunities
- Support and maintain business and social strategy policies, practices, systems, and tools to support the development of grant, tender and unsolicited funding submissions

## Key challenges

*Challenges regularly encountered in the position which describe the complexities the position is expected to manage*

- Developing and implementing complex and responsive systems to support market and business intelligence processes
- Maintaining up to date knowledge of sector trends, developments and opportunities
- Building the capability of the broader Social Futures team Social Futures team in tender writing, feasibility assessments, business analysis and assessing business development outcomes/impacts

## Key relationships

*The key stakeholders and customers the position is expected to interact with routinely*

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>• Report on performance against agreed measures and discuss future directions</li><li>• Identify emerging issues and risks and their implications and propose solutions</li></ul>
Team	<ul style="list-style-type: none"><li>• Contribute to the team's achievement of its key performance indicators</li></ul>
Key Internal Customers	<ul style="list-style-type: none"><li>• Facilitate relationships to ensure services meet current and evolving needs and expected service delivery standards</li><li>• Engage in service design and evaluation, to continually improve operations, service delivery models and solutions</li></ul>
<b>External</b>	
Funding agencies, delivery partners, community and government	<ul style="list-style-type: none"><li>• Facilitate relationships to support the delivery of programs and services to meet current and evolving need</li><li>• Facilitate collaborative networks and relationships to share ideas and learnings, maintain currency of issues and leverage intelligence</li></ul>

# Capabilities

*Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively*

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
<b>Personal Attributes</b>	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
<b>Relationships</b>	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Adept
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Intermediate
<b>Results</b>	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Advanced</b>
	Demonstrate Accountability	Intermediate
<b>Business Enablers</b>	Finance	Advanced
	Technology	Adept
	<b>Procurement and Contract Management</b>	<b>Adept</b>
	<b>Project Management</b>	<b>Adept</b>

## Focus capabilities

*Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.*

Group	Level	Behavioural Indicator
<b>Personal Attributes</b>  Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>be flexible, adaptable and respond quickly when situations change</li> <li>offer own opinion and raise challenging issues</li> <li>listen when ideas are challenged and respond in a reasonable way</li> <li>work through challenges</li> <li>stay calm and focused in the face of challenging situations</li> </ul>
<b>Relationships</b>  Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>tailor communication to the audience</li> <li>clearly explain complex concepts and arguments to individuals and groups</li> <li>monitor own and others' non-verbal cues and adapt where necessary</li> <li>create opportunities for others to be heard</li> <li>actively listen to others and clarify own understanding</li> <li>write fluently in a range of styles and formats</li> </ul>

<b>Relationships</b>  Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• encourage a culture of recognising the value of collaboration</li> <li>• build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>• share lessons learned across teams/units</li> <li>• identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b>  Think and solve problems	Advanced	<ul style="list-style-type: none"> <li>• undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>• work through issues, weigh up alternatives and identify the most effective solutions</li> <li>• take account of the wider business context when considering options to resolve issues</li> <li>• explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</li> <li>• implement systems and processes that underpin high quality research and analysis</li> </ul>
<b>Business Enablers</b>  Procurement and Contract Management	Adept	<ul style="list-style-type: none"> <li>• Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management</li> <li>• Develop well written, well structured procurement documentation that clearly sets out the business requirements</li> <li>• Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective</li> <li>• Be aware of procurement and contract management risks, and what actions are expected to mitigate these</li> <li>• Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles</li> <li>• Escalate procurement and contract management issues where required.</li> </ul>
<b>Business Enablers</b>  Project Management	Adept	<ul style="list-style-type: none"> <li>• prepare clear project proposals and define scope and goals in measurable terms</li> <li>• establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• prepare accurate estimates of costs and resources required for more complex projects</li> <li>• communicate the project strategy and its expected benefits to others</li> <li>• monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>• evaluate progress and identify improvements to inform future projects</li> </ul>

# Selection Criteria

*Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities*

- Tertiary qualifications and / or equivalent experience in business, social impact, finance or statistics
- Experience in preparing and presenting grant and tender submissions, market and business intelligence and research and identifying market expansion opportunities
- Demonstrated experience in preparing and presenting financial analysis and business modelling
- Comprehensive understanding of trends and opportunities within the human and community services sector
- Excellent writing, communication and negotiation skills, with evidence of ability to build networks, relationships and partnerships with potential funders, donors and project partners
- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines

*All positions will require current National Police and Working with Children Checks and COVID19 Vaccination as a condition of employment.*

*Social Futures is proud to be a White Ribbon accredited workplace and is committed to ensuring we have a safe and respectful workplace for all. We acknowledge that all people can be victims of violence and that all violence is unacceptable.*



# Inherent Requirements

*Physical and psychological work environment characteristics that are inherent requirements of the position*

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Occasional
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Daily
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
<b>People Contact</b>	Liaise with our team members'	Daily
	Liaise with government, non-government, businesses, and other community organisations	Regular
	Liaise with clients/customers	Frequently
<b>Administrative Tasks</b>	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones, mobiles, televisions, electronic whiteboards	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional
	Use public transport including trains, buses, air travel and taxis	Rare

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

## Position Evaluation

*For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.*

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level D - Planning is necessary to coordinate activities and resources affecting the work area or other positions over the next month
2	Freedom of the position to act (autonomy)	Level D – Decisions are made by choosing the appropriate process or direction from policy, practices, precedent or legislation Unusual or complex problems are mostly referred to the next level of management
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level E – Problems are not easily defined and require the application of analytical reasoning and broad theoretical knowledge to determine the appropriate solution
4	The level of verbal communication skills required of the position	Level C - Respond to complex enquiries that require detailed and careful explanation
5	The level of written communication skills required of the position	Level E – Write non-standard correspondence, reports, and submissions that require original content, wording, sentence and paragraph construction
6	Risk Consequence	Level D – Major
7	Minimum level of practical experience required of the position in addition to required qualifications	Level D – 3 years up to 5 years
8	Leadership and work coordination skills required of the position	Level C – Leadership and organisational skills are required to develop and control a work area or project involving frequent contact with other staff to resolve minor problems
9	Number of employees for whom the position is accountable	Level A – The position is not accountable for employees
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1