

Position Description

Title: Head of Programs, Partnerships & Social Impact

Location: Alexandria

Reports To: Chief Executive Officer

Division: Digital Inclusion and Cyber

Direct Reports: Project & Operations Partner, Cyber Security Team Lead, Contact Centre Team Leader

Status: Permanent, Full-Time

Approved by: Chief Executive Officer

Date: September 2024

Purpose:

The Head of Programs, Partnerships & Social Impact is responsible for driving the development, growth, and success of WorkVentures' digital inclusion and cyber security programs, and other social impact initiatives. The role will focus on the development of sustainable business models and strategic partnerships, advocacy, social impact measurement, and customer experience. It also involves product development, program execution, account management, and ensuring alignment with WorkVentures' vision of an equitable Australia where everyone can thrive.

The Director will work closely with the Director of Operations and Sales and Marketing teams to ensure effective supply, delivery of programs, and product offerings to new and existing customers.

Key Responsibilities:

1. Program & Product Development:

- Lead the development and expansion of digital inclusion programs and Not For Profit (NFP) cyber security services, ensuring alignment with WorkVentures' strategic plan and business and social goals.
- Develop and deliver programs that enhance and scale existing digital inclusion impact supporting different cohorts of disadvantaged Australians.
- Lead innovation in product development to ensure revenue generation and measurable social impact.

2. Partnership Development & Account Management:

- Build and manage relationships with key corporate, government, and NFP partners to secure funding, deliver impact and foster long-term relationships.

- Oversee account management for stakeholders, ensuring partnerships align with WorkVentures' objectives.
- Collaborate with the Operations department to ensure partner needs are met and service delivery exceeds expectations.

3. Customer Engagement & Experience:

- Lead the customer support Contact Centre, ensuring excellence in service delivery, technology support, and digital literacy coaching.
- Develop strategies to enhance the customer experience, using customer feedback to improve service delivery and program impact.
- Ensure a robust framework of customer satisfaction and impact measurement metrics.

4. Grants, Funding, Donations & Corporate Sponsorship:

- Identify, pursue, and secure grants from government, corporate, and philanthropic sources to fund WorkVentures' programs and initiatives.
- Develop and manage corporate sponsorships and funding relationships to ensure alignment with WorkVentures' goals.
- Oversee the grant application process, including research, submission, and compliance, ensuring transparency and accountability.

5. Impact Measurement & Reporting:

- Implement and enhance frameworks for measuring social impact and program success.
- Provide regular updates to the CEO, board, and stakeholders on program performance, financial outcomes, and social impact.
- Use evidence-based research to drive program improvements and opportunities for growth.

6. Advocacy & Coalition Building:

- Develop and execute advocacy strategies in relation to digital inclusion and cyber security for NFPs.
- Build and maintain relationships with government officials, community leaders, and partner organisations to advance WorkVentures' advocacy goals.
- Lead coalition-building efforts, collaborating with other organisations to amplify advocacy on shared priorities.

- Represent WorkVentures as a spokesperson and subject matter expert on digital inclusion and NFP cyber matters, in media, public forums.
- Track, evaluate, and report on the impact of advocacy initiatives.

7. Leadership, Strategy & General Management:

- As part of the leadership team, contribute to WorkVentures' overall strategic direction, particularly in social impact, technology reuse, and program development.
- Develop and manage departmental budgets, ensuring financial results meet or exceed targets.
- Lead a high-performing team, setting clear goals and fostering alignment with organisational priorities.

8. Governance, Compliance & Risk Management:

- Ensure all programs and partnerships comply with relevant regulations, governance frameworks, and risk management processes.
- Manage program risks and ensure successful program delivery, escalating issues as needed.

Key Accountabilities:

- Successful growth and development of cyber security services, digital inclusion, and technology reuse programs.
 - Securing and managing grants, donations, and corporate sponsorships.
 - Delivery of measurable social impact and financial sustainability.
 - Effective management of key partnerships and relationships with government, corporate donors, and NFPs.
 - Leadership of the Contact Centre, ensuring excellent customer service and engagement.
 - Advocacy for digital inclusion and cyber security within the NFP sector.
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Key Result Areas & Measures:

Key Result Area	Measures
New Business Growth	Growth of cyber security, technology reuse, and digital inclusion programs.
Social Impact	Achievement of social impact goals (e.g. digital inclusion and NFP Cyber metrics).
Revenue Growth	Meeting or exceeding revenue targets for new programs.
Grants & Funding	Number and value of secured grants, donations, and sponsorships.
Customer Engagement	High customer satisfaction (e.g., measured by Net Promoter Score).
Partnerships	Number of new partnerships and satisfaction of existing partners.
Program Performance	Programs delivered on time, within budget, and to a high standard.
Departmental Management	Management of team performance and departmental P&L to budget.
Advocacy	Progress v Advocacy Strategy

Person Specification:

Qualifications:

- **Essential:** Degree in Business, IT, Management, Social Impact, or related fields.
- **Desirable:** Postgraduate qualifications in Social Entrepreneurship, Cyber Security, or related fields.

Experience:

- Minimum 5 years in a commercial environment developing **new products and services**.
- Minimum 3 years in a leadership role in **non-profit, government, or corporate social responsibility**.
- Proven experience in **project management, funding, and grant writing**.
- Experience in **social enterprise, digital inclusion, or cyber security programs**.

Skills & Aptitudes:

- Outstanding capacity to manage **strategic relationships** and **communication skills**.
- Agile, flexible, and organised, with a collaborative working style.

WorkVentures Core Values:

- **Trust:** Ethical and professional standards in line with WorkVentures' values.
- **Respect:** Empathy and compassion in all interactions.
- **Accountability:** Taking responsibility for performance and behaviour.
- **Innovation:** Striving for continuous improvement.
- **Integration:** Collaboration across teams to achieve WorkVentures' goals.