Job Description - Head of Digital and Social Inclusion

Job title	**Head of Digital Social Inclusion**
Reports to:	National Director, Good Things Foundation Australia
Staff responsible for:	Service Designer
Date	May 2019
Benefits	Good Things Foundation has a variety of benefits available to our employees including: ● Salary Packaging opportunity ● Additional Leave over the Christmas period ● Generous Training opportunities to support your career development ● Access to our Employee Assistance Program ● Office at a central and new co-working space The Hub which also offers programs including well-being activities and Lunch & Learn opportunities ● Working with a small, agile team but with the support of an established, award-winning, ambitious and purpose-driven UK organisation ● Engagement with individuals and organisations across Australia that are making a true difference in their communities.
Location	Sydney, with some domestic and overseas travel required.
Job purpose	Key responsibilities: ● **Proactively build strong partnerships** with key stakeholders and new partners to raise the profile of Good Things Foundation and create business development opportunities ● Accountable for a **business development target for new programs** that address digital and social inclusion ● Responsible for **difficult or complex negotiation of terms** with partners ● **Manage and deliver new digital and social inclusion projects** with project teams made up from Australian and UK staff ● Actively engage in building Good Things Foundation Australia's profile through **public speaking opportunities**, **blogs and articles** around digital and social inclusion issues ● **Contribute to the ongoing strategic development** of Good Things Foundation Australia through active membership of Good Things Australia's Leadership team ● **Lead and manage staff** in line with the strategic focus of the Australian business whilst collaboratively working with staff across the Good Things Group Key ways of working: You are modern, visionary and analytical. You are collaborative, and you always deliver what you say you will. You thrive in a fast paced environment and you are intelligent and focused. You want to make good things happen with digital technology.

You will collaborate and deliver projects that support digital and social inclusion for Good Things Foundation Australia. You will collaborate on the development of the strategic vision for the digital social inclusion model in Australia and you will be a leader in the development and delivery of a coherent program of work.

You will work with partners and funders and inspire them to support our vision for digital inclusion and provide business opportunity and raise income for the business to help us succeed. And, to deliver projects that form part of Good Things Foundation for digital inclusion, meeting targets and exceeding expectations.

You lead your team well, you inspire them and focus them. You are a good delegator and you also roll up your sleeves and get stuck in.

Building our entrepreneurial culture, you excel at working with partners, cementing relationships and influencing with our strategic focus in mind.

As a member of the Australian and Group Leadership Teams you will help to guide the delivery against the strategic direction of Good Things Foundation Australia, supporting its sustainability and the motivation of the team as a whole. You will champion the Good Things Foundation behaviours and effectively manage change.

You will often deputise for the National Director internally supporting our Australian team and representing the organisation in external forums.

Key objectives and accountabilities

Policy and Partnerships

- Support development and delivery of advocacy work plan led by National Director and National Partnerships Manager
- Work with Federal and State government representatives and key partners to influence policy to address digital and social inclusion in line with Good Things Foundation's strategy and vision
- Proactively engage important new partners to help raise the awareness of digital inclusion in Australia.
- Write or commission Policy documents that help to raise awareness and influence policy making and partner actions
- Actively support the raising of Good Things Foundation Australia's profile through conference presentations, blogs, articles and social media

Business Development

- Support the National Director in planning income targets and business development pipeline
- Responsible for a significant income generation target and managing the income pipeline as agreed with National Director
- Write and commission funding submissions and proposals including development of delivery models, budgets and resourcing plans, and secures new related partnerships, some of these will be complex or high value
- Responsible for negotiation of terms with partners
- Responsible for development of costings for Australian bids

- Work closely with the UK Bid Manager and other UK staff to support the development of joint bids and ensure costing and allocation of relevant UK resources that are required to support Australian projects

Project Management/Delivery

- Leads on delivery of projects, involving mobilising a cross-discipline team of Australian and UK staff, managing relationships with partners, contract/partnership agreements and negotiations, monitoring delivery, negotiating changes with partners when needed, and managing risks to delivery
- Manage effective and successful project teams through the development and management of positive working relationships between project staff across the Australian and UK teams
- Develop and manage resource plans to support delivery of new projects on-time
- Ensure the most effective use of Good Things Foundation's resources and that all finances are properly accounted for by producing realistic and up to date budgets, being aware of all income and expenditure accounts delegated to you and ensure all proper records are kept and processes adhered to as required by Finance
- Contribute to reports for the Good Things Foundation Group Senior Management Team and the Good Things Foundation Australia and Group Boards
- Report on performance of Australian projects to the Australian and Group Leadership teams

Leadership responsibility and Staff management

- Contribute to the leadership of Good Things Foundation Australia and the Good Things Group by being a member of the Australian and Group Leadership Teams feeding into strategy development, operational performance management
- Champion Good Things Foundation's values and behaviours both internally and externally
- Empower any staff you line manage to maximise their contribution to Good Things Foundation, by setting clear objectives, providing appropriate feedback, holding regular one to one meetings, sensitively and effectively managing performance, ensuring staff get the training and development they need and that they feel valued members of the team
- Support staff to be flexible and work within and across teams, to be entrepreneurial and innovative in their use of technology
- Contribute to corporate strategy and business planning and reporting
- Deputise for the National Director as required

Person Specification

Experience	● Demonstrated success in business development including the development of winning bids for complex projects ● Demonstrated success in managing, monitoring, and where necessary, revising complex projects for one of: Government; Trusts and Foundations; and Corporates ● Demonstrated experience in leadership positions within a fast changing and rapidly growing organisation contributing to the development of business plans and organisational development in a rapidly growing organisation

	● Experience of empowering staff to perform at their best ● Experience of delivering and reporting on progress and performance of programmes ● Demonstrable experience of contributing to the wider corporate needs of an organisation beyond your immediate job description
Knowledge and skills	● Demonstrated knowledge of the social and community services sector in Australia and approaches to making positive social change ● Ability to think strategically and innovatively and to turn that thinking into realistic plans and workflows ● Excellent communication, influencing and negotiation skills ● Knowledge of Government policy development processes and a track record of working with government officials to support policy change is beneficial, but not essential
Behaviours	● Collaborative ● Positive ● Creative ● People-focused ● Curious
Education and qualifications	● Bachelor Degree or equivalent