

## POSITION DESCRIPTION

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<b>JOB TITLE</b>	Senior Manager
<b>EMPLOYMENT TYPE:</b>	Full time
<b>LOCATION:</b>	Flexible – Home plus Inside Policy’s Sydney Office
<b>SUPERVISOR/MANAGER:</b>	General Manager, Advisory Services
<b>MAIN DUTIES/RESPONSIBILITIES:</b>	

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Inside Policy is a privately-owned social and economic policy advisory firm. Established in 2014 by founder, Natalie Walker, Inside Policy is a trusted partner to governments in delivering social research, consultation, policy reform and evaluation projects in the policy areas of family/domestic violence, child and family services, justice, social impact investment and Indigenous economic development.

Insiders (i.e. Inside Policy team members) are committed to making our nation a better place for Australia’s most vulnerable populations by providing evidence-informed and credible policy advice.

Inside Policy is a dynamic, purpose-driven organisation which does high quality work for our clients in a fast-paced environment. To enable this, we support all Insiders through our annual growth process – *Inside Up*, by having flexible work arrangements, by supporting financially and experientially a range of learning experiences to help team members achieve their goals, and by ensuring team members are applying their areas of strengths while building new expertise.

Managers at Inside Policy are the lynchpin to our mission to changing the world one policy at a time. The Senior Manager will lead the successful delivery of our engagements with government clients. Successful Senior Managers serve as leaders to both our team and clients.

In leading projects, the Senior Manager will provide support and guidance to the General Manager, Advisory on project and strategic risks, as well as supervising Managers and project team members to ensure that Inside Policy delivers projects on time and on budget, without compromising quality. The incumbent will lead projects, supervise project team staff and report to the General Manager, Advisory Services, working under general direction.

The Senior Managers will lead and manage projects and teams to give life to Inside Policy’s vision and values. This includes the following key areas:

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## **1. Project Leadership and Management**

- a. Provide leadership and direction on multiple, complex social research, evaluation, and consultation projects to ensure successful completion of all project activities and deliverables to a high-level of client satisfaction.
- b. Quality-assure project deliverables and provide strategic advice and guidance to Project Leads to ensure the successful delivery of projects, ensuring levels of high quality are consistently achieved.
- c. Proactive identification and resolution of project risks with the client, seeking and responding constructively to client feedback.
- d. Lead the management of project team resources, including working with Project Leads to allocate team members to project tasks, provide team members with clear direction and feedback, engage and coordinate subcontractors and staff to achieve project milestones.
- e. Overseeing the management of project budgets including profit management, cost control, invoice management and management of variances.
- f. Support the development of the team, by increasing practice-area expertise and support managers, senior consultants, and consultants.

## **2. Support to the General Manager, Advisory and the Executive Leadership team**

- a. Support the General Manager, Advisory Services in providing continuous and first pass of quality assurance on deliverables, contribute to strategic thinking and guidance on projects, attending client meetings with and without the General Manager and Manager Director and manage key stakeholder relationships.
- b. Provide strategic insights to project team members and the Executive Leadership Team in subject areas of expertise and provide policy advice and insights, as well as manage a range of research, evaluation and co-design projects that involve the development of innovative solutions to complex problems.
- c. Other tasks as directed by supervisor as required from time-to-time.

## **3. Business Development**

- a. Contribute to and lead the development of project proposals
  - b. Build and maintain strong networks outside of Inside Policy within your policy domain(s).
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## **SKILLS & EXPERIENCE**

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- Minimum of 3 years demonstrable experience in a consultancy environment
- Minimum of five years' experience working in government, the tertiary education sector and / or not-for-profit environments at a senior level.
- Deep understanding of Aboriginal and Torres Strait Islander histories, experiences, cultures and traditions.
- Proven background in designing and implementing social research and /or evaluation frameworks and/or policy reviews and/or consultation projects.
- Policy, program or service delivery experience in child and family services, alcohol and other drugs services, employment services, family violence, Indigenous economic development, and justice.
- Research, evaluation and / or engagement experience including high level qualitative skills working with Indigenous and vulnerable communities.
- Outstanding verbal and written communication.
- Strong project management experience, preferably in a consulting environment.
- Excellent client relationship management skills.
- Demonstrated ability to apply a variety of analytical frameworks, models and techniques to projects as required.
- A passion for developing, understanding and harnessing evidence to inform government decision making and influence systems change to improve outcomes for Indigenous peoples and vulnerable communities.
- Demonstrated capability to maintain professionalism and integrity.
- Ability to quickly acquire new knowledge across a wide range of policy areas.
- Advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook).

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## **QUALIFICATIONS**

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- Bachelor's degree or higher.

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## **PERFORMANCE GOALS**

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- Performance of duties in line with Inside Policy's values
  - Leadership and direction of project team to achieve project milestones.
  - Delivery of high-quality work.
  - At least 70% of time spent on project-related work.
  - High level of client satisfaction.
  - Contribution to strategic direction of the company and meeting KPIs.
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## **OUR VALUES**

### **Curiosity – Insiders have a strong desire to know and learn.**

Developing valuable insight for our clients is our secret sauce. Having the desire to learn new methods, deeply understand our clients and their stakeholders, policy trends, developments in government, way of working and translating all of this into practice helps us stay on the cutting edge of insight.

### **Reflection – Insiders dedicate time to deep thought and consideration.**

At an individual level, reflection – especially critical reflection – helps us perform and grow. At a team level, it helps us work together better and collectively solve complex problems. At a project level, critical reflection helps us to design approaches and insights that are particular to the project.

### **Quality – Insiders constantly pursue a higher standard of performance and output.**

Being the best at being better is critical for developing unique policy insight that changes the world. For our work to be persuasive to us, our stakeholders and our clients it must be well-presented, defensible, robust and evidence informed.

### **Pragmatism – Insiders constantly assess the fairness and practical application of their advice.**

We work in a complex, ambiguous, ever-changing environment with competing interests and constraints. Therefore, to be relevant and useful, our preferred ways of working at Inside Policy and with our clients must recognise these competing, complex requirements to ensure our work and advice is fair and practical.

### **Responsibility – Insiders have a strong sense of duty for the contribution they can make to our world and what they are to achieve in their role, their projects, as a team member and as a community member.**

We must all do what is expected and required of us in order for individuals, teams and the company to succeed. We also recognise that our advice on complex social policy matters often impacts the most vulnerable in our community, because of this and our deep care for our world, we must exercise this role judiciously.

### **Trust – Insiders are reliable, credible and engaging.**

Trust in each other is what creates teams. A client's trust in our advice is what gives us influence. A stakeholder's trust in our work gives us access.