

GROWTH & STAKEHOLDER MANAGER POSITION DESCRIPTION

Position	Growth & Stakeholder Manager
Purpose	<p>The Growth & Stakeholder Manager is a senior role overseeing membership development, stakeholder engagement and the activation of our newest programs. The role has been created to consolidate on our rapid growth to ensure sustainability and strength within our programs.</p> <p>The role is also integral to the establishment of future programs so that they rapidly consolidate and deliver outcomes.</p> <p>The role involves the development and enactment of new strategic partnerships that ensure that our programs remain diverse and sustainable, accessing the right levels of engagement in government, business and community.</p> <p>This role will lead our marketing activity so that we reach our membership targets and ensure that our organisation is widely known and understood. This will involve media and publicity, promotion of programs, and participating in the development of new programs.</p> <p>The role also involves liaison with our existing government and community partners that assist us in ensuring that we transform lives by enhancing wellbeing and creating employment pathways.</p> <p>The Growth and Stakeholder Manager supervises all marketing and partner based initiatives and leads our interface with employers and partner organisations.</p>
Reports to:	General Manager / Founder / Board
Based:	CA Office, 204 St Kilda Road, Southbank
Salary:	\$55K full time role (pro-rata considered)

Background

Creativity Australia (CA) is a not-for-profit social enterprise that offers creative programs to enhance wellbeing, social inclusion, innovation and productivity for individuals, organisations and communities, especially in regions of relative disadvantage or which lack social cohesion.

Over the last 23 years, social entrepreneur Tania de Jong AM has established a number of successful artistic and community-based organisations. In 1999 she founded The Song Room, which has since brought music and arts programs to over 250,000 disadvantaged children across Australia. She founded Creativity Australia in 2008 to bring this experience to a broader range of Australians.

CA creates sustainable social and economic outcomes by unlocking and nurturing creative potential across diverse communities. We operate through government, workforce and community partnerships, to improve self-esteem, enable the development of new skills and provides employment pathways for isolated and disaffected individuals.

To achieve our vision and purpose, we:

- ♪ Develop innovative programs that inspire passion and optimism
- ♪ Advocate for creative thinking and leadership

- ♪ Integrate all sectors of our community through creative activities
- ♪ Work with high calibre and inspirational creative leaders
- ♪ Enhance individual and collective leadership and responsibility
- ♪ Build meaningful relationships with employees, participants, partners, donors, sponsors, corporations, government and the community.
- ♪ Seek to operate with professional standards of governance, processes and procedures

With One Voice choir program

Our main program is *With One Voice*, which brings together residents and workers from a particular region to unlock creative potential, build cohesion and promote innovation.

At each *With One Voice* program, a professional choir conductor (who is trained in working with a diverse group and supported by CA's program coordinator, who has a background in community & cultural development) leads weekly rehearsals in which the group is engaged in singing, networking and storytelling activities to create connections and friendships. Regular performances build confidence for participants, along with a sense of achievement and community. In three years we have grown 12 programs. Communities are identified through various means including direct approaches to CA from local councils and discussions with government and welfare agencies.

Responsibilities

- Develop and lead the implementation of a successful membership development program through partnerships, direct marketing and communications
- Grow employment opportunities within the program via engagement with corporate stakeholders, job services agencies and relevant community organisations
- Lead the establishment and growth of new programs via strong relationship building, advocacy and networking

Specific duties

1. Manage and grow relationships with external stakeholders and partners to ensure delivery of project deliverables
2. In collaboration with the Founder and GM, develop marketing, membership and growth strategies
3. Ensure staff understand and implement membership and growth initiatives
4. Oversee internal membership systems to maximise member benefits
5. Consolidate existing stakeholder relations with relevant community bodies, NGOs and institutions
6. Enact new stakeholder partnerships and represent the organisation to stakeholders
7. Oversee launch strategy (members) for new programs
8. Oversee audience development strategy for major performances
9. Contribute to the oversight of wellbeing and employment initiatives
10. Lead relevant staff and volunteers in a inspirational and organised manner
11. Contribute as required to reporting requirements
12. Develop and maintain appropriate procedures and protocols to ensure the smooth functioning of stakeholder and membership aspects of the office. This includes but is not limited to:
 - a. Contact management system, timelines and milestones diary for ongoing projects
 - b. Database, file transfer, email, correspondence.
 - c. Day to day project time records, budget management, including purchasing, and receipt and payment of monies in collaboration with the GM.
 - d. Meeting coordination and support.
 - e. Communications development and delivery - proposals, quotations etc.

Skills and qualities:

- At least 5 years relevant experience within the community, NFP or arts sectors
- Demonstrated experience in program design and implementation, community engagement, stakeholder management, marketing and membership initiatives
- Innovative approach to maximise return on investment of time and money
- Experience in managing budgets
- Ability to lead and motivate staff
- High level of organisational skill
- Excellent interpersonal skills
- Excellent problem solving abilities
- Capacity to be flexible and undertake the range of duties efficiently in a variety of contexts
- Excellent written and verbal communications
- Knowledge of Client Relationship Management systems
- Ability to work well as a part of a team with minimal supervision
- Resilience and energy
- Computer literacy and experience
- Flexibility in working hours
- Passion for social enterprise and the arts.