Position Description

|  |  |
| --- | --- |
| **Position Title:** | **Relationship Manager**  |
| **Business Unit:** | Member Experience Team |
| **Location:** | Melbourne office |
| **Direct Report to:** | Member Experience Manager |
| **Date document prepared:** | October 2022 |
| **Role Status:** | Full-time, permanent role |

About us

The Australian Network on Disability is a not-for-profit organisation that partners with over 380 active members from some of Australia’s largest and most trusted private, public and not-for-profit companies. We are highly respected and trusted, with over 20 years of experience and an amazing internal culture.

We empower our network of members to actively include customers and employees with disability by supporting them to build their understanding and expertise, connect with others and check their progress on access and inclusion.

About the role

* The role of Relationship Manager is to influence change within AND member organisations, so that they become more accessible and inclusive of candidates, employees, customers and stakeholders with disability
* You will provide consultancy services to guide organisations to achieve their accessibility and inclusion goals, including reviews, assessments and developing comprehensive reports
* The role requires the ability to travel interstate.

Key deliverables of the role

* Support a portfolio of members to develop and achieve their diversity and inclusion goals as they relate to people with disability
* Contribute to the growth and development of the Australian Network on Disability.
* Identify and develop new member relationships
* Contribute to providing cutting-edge information to Australian Network on Disability by staying up to date with relevant research and reports on a specific area of accessibility and inclusion
* Undertake analysis and report back to members on practices, policies, action plans and opportunities for change
* Design and deliver programs, training, educational and promotional events
* Support the delivery of projects that assist Australian Network on Disability and our members to further the equitable inclusion of people with disability across all aspects of business
* Deliver customised services, information and referrals to members in a time-effective and high-quality manner
* Support the delivery of informative and engaging networking events for members

Qualifications and capabilities

Qualifications

* Bachelor’s degree in any relevant discipline; may include commerce, business, human resources and education.

Experience and knowledge

* Experience in roles that require strong interpersonal and relationship-building skills
* Experience in, or knowledge of, developing diversity and inclusion strategies, and an excellent understanding of the barriers experienced by people with disability
* Experience in consulting, research, analysis and report writing
* Experience in influencing change or providing recommendations for new ways of working
* Experience in facilitating training sessions and or delivering presentations to groups

Behavioural skills

* Builds trust and loyalty
* Demonstrates enthusiasm for providing outstanding customer experiences
* Good listener who is able to understand and analyse needs
* Assertive, resilient, adaptable and flexible
* Hardworking, with a good work ethic
* Ability to manage conflicting deadlines, prioritise tasks and communicate roadblocks
* Uses feedback to drive improved performance
* Team player – collaborates and participates in discussions and decision-making
* Ability to work with confidential and sensitive information
* Displays good judgement, maturity, and enthusiasm
* A mix of commercial and not-for-profit experience will be valued.

Technical proficiency

* Experience in writing in-depth reports based on analysis of information and providing recommendations
* High-level proficiency in Microsoft Office software applications
* Experience with, or willing to learn how to use, a Customer Relationship Management system (Salesforce)
* Able to, and comfortable with, using teleconferencing and videoconferencing for member and inter-office meetings
* Certificate IV in Workplace Training and Assessment (or similar) will be highly regarded, otherwise willingness to undertake relevant training

Safety

* Understand and comply with AND’s policies and procedures
* Actively support, promote and demonstrate commitment to Work Health and Safety
* Report any hazards identified

Alignment to our Values

* **Collaborative** - We actively participate, listen, and proactively seek out and share information.
* **Open** - We have courageous conversations, say when we need help and communicate authentically and respectfully.
* **Flexible** - We explore new ways of doing things, we learn from experience, and we adapt to changing circumstances.
* **Ambitious** - We celebrate successes, demonstrate respect, accessibility and inclusion at all times and we actively strive to maximise Australian Network on Disability’s impact.