Position description

Position	**Partnerships and Performance Manager**
Reports to	**Head of Early Intervention**
Work level	**5**
Team	**Early Intervention**
Group	**Services**
Location	**Onsite at the Hub in Melbourne CBD or Hybrid**
Direct reports	**4**

01. Purpose of the position and link to Strategy 2023+ *Earlier, Easier, Together*

Aligns with and accountable for supporting the delivery of Beyond Blue's *Supporting* strategic goal so that more people access support earlier.

The position leads a team who supports the Services Group through effective partnering, contract management and funding accountability, data governance and integration, and agile delivery of product strategies and roadmaps of continuous improvement and enhancements.

The Manager will support the business owners of Early Intervention, Be You, Community Forums and Beyond Blue Support Services.

02. Key accountabilities of position

Procurement and Contract Management

- Procurement and contract support to initiate or renew services, licence and funding agreements or supplier contracts.
- Assurance and audit support, budget, and accounts payable processes.
- Analytical support for modelling (demand management, cost modelling and workforce modelling).
- Contract management of applicable supplier licence and contract agreements.

Administrative Governance

- Supporting governance of key stakeholder meetings, forums or networks including service delivery partners, commissioners, funders, and health practitioners.
- Providing administrative, logistical, and practical support for the operational management of product and services.

Performance Reporting and Data Management

- Supporting data management practices and alignment to Beyond Blue's data governance, integration, strategy and validation and quality management policy and procedures.
- Reporting assurance support, including data quality of all dashboard and status reporting requirements.
- Coordinating alignment and integration of service's data into the software development lifestyle requirements and the functionality for the insights and analytics platform. Supporting the data governance and management of new and existing data sources, data dictionaries and frameworks.
- Scheduling content and data input aligned to Beyond Blue's regular and periodic reporting and planning requirements including government funding agreements, activity work plans, and internal reports.
- Monitoring and updating Business Continuity Plans.

Planning and Project Delivery

- Supporting and coordinating key priorities related to the delivery of the enterprise 'big rocks' including Digital Evolution Program (Forums), Early Intervention@Work, Early Intervention Community Target Operating Model and Fundraising.
- Leading project delivery methodology through agile planning and software development tools and programs.
- Supporting the sequence, management, coordination, and delivery of projects or activity aligned to Beyond Blue's priorities and planning cycles.
- Monitoring and updating project status reports.

Product Management

- Supporting the delivery of quality service experience through the development of product strategies and lifecycles in collaboration with the Experience team on community co-design, opportunities to identify new or improved service enhancements and tangible uplift of experiences.
- Coordinating a Community of Practice for Beyond Blue's product managers to help align organisational strategy and business requirements with the evolving knowledge and experience of all product managers.

03. Key outcomes, or desired impact of role, linked to strategy

Area of impact

- Champion *Strategy 2023+ Earlier, Easier, Together* and with the CEO, Executive and other staff to support the evolution of Beyond Blue's culture, capabilities, and ways of working to achieve its strategic goals – identifying priorities, ensuring alignment and accountability, focusing on effective implementation and outcomes, and simplifying complexity to enable action.
- Deliver and evolve accessible, personalised, safe, and connected earlier intervention and recovery focused mental health supports, services, and programs to make it easier for people to feel better earlier, get well and stay well.
- Innovate through new models of support and workforces.
- Foster positive and collaborative relationships with service funders, delivery partners, commissioning bodies, other mental health sector organisations, and service users to promote integration and improve mental health system outcomes.
- Role model community centricity – putting community at the heart of leadership, strategy, relationships, operations, business development, and innovation.

KPI's/Goals are set in the performance review cycles – January to June / July to December as part of our [Thrive Framework](#).

04. Core Capabilities

Of the eight capabilities listed in our [capability framework](#), critical for role success.

- Communication
- Community Centricity
- Innovating mindset
- Digital Discovery
- Partnering
- Agility
- Critical thinking
- Leading

05. Specific Job Competencies

Education/qualifications

- Tertiary qualifications in a relevant discipline e.g. in business, or services related field.

Experience

- Prior experience in managing partnerships and business excellence initiatives, preferably in the non-government and government roles.
- Demonstrated track record to lead, innovate and drive operational excellence Experience in delivery of performance optimisation, budget, project and risk management
- Proven success in cultivating relationships with enabling teams and key stakeholders
- Prior experience leading high-performing teams or projects

Key essential skills

- Experience in agile project management deliverables and practices including resource identification and dependencies.
- Knowledge of data management with underlying principals, extensive analysis, and practices of data management.
- Knowledge of Product Management, leveraging data and insights, operational delivery insights, and CX design to drive service optimisation, performance, and outcomes.
- Stakeholder and contract management skills and the ability to work collaboratively and respectfully across a range of stakeholders, to determine and achieve shared objectives.
- Performance monitoring, reporting and delivery against contractual obligations and outcomes.
- Strategic thinking and problem-solving capabilities.
- People management and leadership skills and a proven ability to effectively manage teams, including motivation, managing performance, and developing a positive culture.
- Process improvement skills and capable of identifying solutions to process issues and efficiencies.
- Strong negotiation and partnership management skills.
- Excellent communication and interpersonal abilities.
- Demonstrated ability to develop and execute performance metrics and KPIs.

06. Values leadership and our culture at Beyond Blue

Beyond Blue Values

We all play a part and take responsibility for our impact on the culture at Beyond Blue, in line with our [Values](#).

Cultural competency

Beyond Blue strives to maintain a culturally competent and inclusive workplace. All employees are expected to undergo regular cultural competency training as part of their professional development plans.