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| Position title | Partnerships Manager | | | | |
| Position reports to | Stakeholder Relations and Partnerships Lead | | | | |
| Work level | 1 | 2 | 3 | 4 |  |
| Group and team | Community and Partnerships | | | | |
| Location | Onsite at the Hub in Melbourne CBD or Hybrid | | | | |
| Employment type | Fixed Term | | | | |
| Direct reports | Nil | | | | |
| Why choose Beyond Blue  Beyond Blue has been providing supports and services to people in Australia for over 20 years.  We are Australia’s most well-known and visited mental health organisation, focused on supporting people affected by anxiety, depression and suicide. We are inspired by our vision that ‘all people in Australia achieve their best possible mental health’ and are driven by our mission to work with the community to improve mental health and prevent suicide.  We aim to achieve this through three strategic priorities:   1. Promoting mental health and wellbeing 2. Being a trusted source of information, advice and support 3. Working together to prevent suicide   At Beyond Blue the community is at the heart of everything we do.  By joining our team you’ll be involved in meaningful work, collaborating with a cross-section of colleagues, partners, and community right across Australia. We offer our team opportunities to support and learn from one another, build capabilities, celebrate successes along the way, and generous not-for-profit salary packaging options.  Your mental and physical health are important to us – we offer a range of wellbeing initiatives, including an Employee Assistance Program, a comprehensive Flexible working policy, ensuring you have safe and effective ergonomic support no matter where you work, as well as employee-led groups and initiatives.   We strive to live our organisational values of **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity** to help create a happy, safe and productive work environment. | | | | | |
| About the role | | | | | |
| Role description | About the team (purpose)  The Partnerships Manager role is responsible for managing Beyond Blue’s corporate and community partners and account managing various other stakeholder relationships.  This role is accountable for ensuring that all partnership obligations and deliverables are executed to the highest standard. The role is also responsible for identifying opportunities to grow and leverage existing corporate and community partners and relationships, as well supporting the Partnerships and Stakeholder Relations Lead to develop and implement an effective process for stakeholder relations management on behalf of Beyond Blue.  The purpose of this role is to manage and foster relationships, both internally and externally, to effectively manage Beyond Blue’s partners and stakeholders. This role delivers a high standard of partner and stakeholder engagement, with both internal and external stakeholders. | | | | |
| Key accountabilities | Area of accountability   * Manage the day-to-day activities for assigned corporate and community partners, ensuring all partnership obligations and deliverables are achieved. * Account manage stakeholders who have a relationship with Beyond Blue to ensure opportunities are identified and implemented and relationships are maintained and enhanced. * Assist the Partnerships and Stakeholder Relations Lead and Stakeholder Relations Manager to design and establish a triage and response system to ensure all stakeholder enquiries are managed appropriately. * Assist the Partnerships and Stakeholder Relations Lead to operationalise the Corporate Partnerships Framework, including producing templates and tools for a streamlined approach to partnership management. * Provide support to the Partnerships and Stakeholder Relations Lead in working with the Fundraising and Philanthropy team to onboard new partners. * Work closely with the Diversity & Inclusion team and other program areas to identify and onboard new community partners and relationships in keeping with the objectives of the Community Engagement Strategy 2020-22. * Ensure all revenue is received from assigned corporate partners. * Identify opportunities to grow and leverage existing partnerships. For example, through new marketing campaigns, media opportunities, communications/marketing materials, staff engagement, fundraising, corporate volunteering, event activations, speaking opportunities, workplace training, Heads Up and/or workplace giving. * Work closely with internal Beyond Blue teams to manage communications, media and program support for partners and to understand how partners can best be managed to leverage Beyond Blue’s programs. * Provide advice and organisational support to the Partnerships and Stakeholder Relations Lead including, providing information for Board reports, presentations, briefs, correspondence, facilitating teleconferences and face to face meetings, and providing relevant information to internal and external stakeholders. * Maintain accurate records of all partnership interactions with existing partners and prospective partners in Beyond Blue’s CRM system (Blink). | | | | |
| What we are looking for | | | | | |
| Capability | Of the eight capabilities listed in our capability framework, the following behaviours are critical for role success (must already be demonstrating at the expected competence to step into the role)  **Communication**   * Uses vocabulary that is appropriate to the audience, is culturally inclusive and aligns language to Beyond Blue values * Begins with the end in mind; analyses the audience and selects content that is fit for purpose * Communicates clearly and concisely, explaining facts, concepts, practices and policies to others within the scope of their role. Demonstrates enthusiasm for content * Engages in active listening and has an awareness of own and others communication styles and adapts accordingly * Is accessible, responsive and builds rapport, actively reaching out to engage or work with others and is conscious of nonverbal communication style   **Community centricity**   * Values community engagement and demonstrates sound knowledge of community centric principles * Demonstrates active listening without judgment and observation of non-verbal cues to establish rapport * Has foundation knowledge of mental health and suicide prevention topics including the risks and protective factors, and the importance of self-care * Uses inclusive language and practices when working with or talking about different communities * Demonstrates empathy and understanding of mental health and & suicide prevention, respects lived and living experience of mental health and uses it to inform work   **Innovative mindset**   * Shows openness and enthusiasm to learn and curiosity to try something new; is not afraid to fail or make mistakes * Asks relevant and thoughtful questions as part of day-to-day work * Generates and shares suggestions for improvement on routine work activities * Reflects regularly to draw out learning for continuous improvement and improve own output and at a team level * Reflects on how new ideas or emerging trends could be embedded into work   **Digital discovery**   * Is committed to competently learning and confidently using technology and digital platforms in daily work to increase efficiency and effectiveness * Uses online collaboration tools to connect, communicate and collaborate with others, and visually manage work with teams and squads * Protects user and community data safely in adherence to Beyond Blue data governance, IT security and privacy policies * Sources research in a relevant and productive way, and evaluates reliability of online information and data sources to inform work * Uses technology creatively and critically to meet community expectations and business needs   **Partnering**   * Actively engages to build rapport with stakeholders * Works proactively and collaboratively within own team, and with other teams to achieve shared goals * Anticipates and ensures accountable, respectful and responsive partnership management * Understands the current operating environment and external market and how this impacts on own area of work * Has functional level of financial acumen and shows awareness of the commercial context within own team/business area   **Agility**   * Remains open and enthusiastic positive to change, sees the learning opportunities * Provides early and frequent value while accepting ambiguity and adapting to changing priorities * Explores alternative approaches, methods, or ideas to test ways of working. * Values and promotes fit-for-purpose progress over perfectionism with the capacity to spring back, learn and rebuild after setbacks * Organises work into logical sequences and delivers the work, often in sprint cadence, using a backlog of work. Engages SMEs where necessary based on objectives   **Critical thinking**   * Leverages data, details and context when problem solving and can synthesise, report on, and use information and research to support thinking * Understands Beyond Blue strategy and how individual work connects to organisational success and takes responsibility for delivering on results * Considers the implications, risks and impacts of own approaches and decisions * Seeks subject matter experts and others' opinions or evidence to help inform decisions, solutions or practices * Documents process as a diagnostic for visibility and clarity   **Leading**   * Understands performance expectation, shows accountability, demonstrates initiative and is receptive to giving and receiving feedback * Lives the values on a daily basis; demonstrates optimism * Understands individual strengths and seeks opportunities to continuously grow and improve * Contributes to a culture where others feel they are respected, included and valued; is inclusive of others, engages in cultural awareness activities and promotes inclusive language * Respectfully addresses colleagues exhibiting undesirable behaviours, and complies with Beyond Blue’s policies and procedures | | | | |
| Selection criteria | Education/qualifications   * List minimum qualifications / certification / accreditations * List required technical knowledge   Knowledge/skills/experience  Essential   * 5 years’+ experience in a similar role. * Stakeholder Management – Experience in managing complex internal stakeholder relationships, with the ability to influence outcomes to achieve mutually beneficial partnership objectives. * Presentation Skills & Experience – Demonstrated public speaking and presentation experience to diverse audiences, including senior leaders. * Project Management – Knowledge and skills in planning, budgeting, resourcing, activity monitoring, reporting, and overall project delivery against defined objectives and outcomes. * Partnership management - effective partnership management skills with the ability to establish long-term meaningful relationships. * The capability to communicate effectively with different audiences. * Organisation and time management skills * Document Preparation - Proven ability to prepare a variety of types of documentation including media and communications, briefing notes, correspondence and reports to a high quality and the ability to conceptually analyse information.   **Desirable**   * Experience using Salesforce CRM * Experience working within a not-for-profit environment | | | | |
| Additional information | | | | | |
| Fairness and equality | Health, safety and wellbeing  Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy.  Equal opportunity  Beyond Blue is an equal opportunity employer. All employees have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.  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.  Employment is subject to:   * a current Police Record Check * proof of the right to work in Australia. | | | | |