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| **Position title** | | | **Stakeholder Relations Co-ordinator** | |
| **Team/Group** | | | Community and Partnerships | |
| **Work level** | | | 2 | |
| **Position reporting to** | | | Stakeholder Relations Manager | |
| **Employment Type** | | | Full-time, Fixed Term Contract | |
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| **Vision, mission and values** |  | Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to promote good mental health. We create change to protect everyone’s mental health and improve the lives of individuals, families and communities affected by anxiety, depression and suicide.  Beyond Blues values are **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity.** | | |
| **Position purpose** |  | Reporting to the Stakeholder Relations Manager, the Stakeholder Relations Co-ordinator’s task is to assist in building and maintaining good working relations with Beyond Blue’s stakeholders.  The Stakeholder Relations Co-ordinator acts as the heart of Beyond Blue. You will be the first point of engagement with Beyond Blue stakeholders, creating a warm, personalised, and service-oriented atmosphere that enhances their experience.  The successful candidate will be accountable for providing administrative support of low to moderate complexity and assisting with the continued improvement of stakeholder relations within Beyond Blue.  Stakeholder Relations Co-ordinator will foster strong and productive working relationships internally and with a broad variety of external stakeholders; coordinate, monitor and maintain communications and information flow; and participate constructively in setting and accomplishing team goals.  This role is a unique mix of front office reception and relationship management, giving you a great opportunity to learn new skills in a supported learning environment. If you’re passionate and self-motivated, then this is the role for you!  This role is required to be based in our Melbourne Hub. | | |
| **Role dimensions** |  | **Direct Reports Nil** | |  |
| **Overall team 6** | |  |
| **Financial Delegation Nil** | |  |
| **Key accountabilities** |  | **Customer service:**   * Being first point of contact for our customers, by phone, mail or email, providing an engaging and professional service as you guide them through their prospective journey * Conducting a variety of stakeholder facing and administrative front of house activities (e.g. welcoming visitors in a warm and friendly manner, visitor registration and providing keypass, mailroom administrative tasks, tidying of reception space) * Maintaining close contact with new stakeholders to Beyond Blue to ensure they are triaged to the right business unit and look for opportunities to personalise our service for each stakeholder where possible * Assisting with stakeholder mapping and categorisation exercises * Performing other duties as required to support the Stakeholder Relations Manager in delivering exceptional service and to support Beyond Blue’s goals   **Interpersonal skills and Teamwork:**   * Participating in maintaining active and positive relations with Beyond Blue’s stakeholders * Working directly with Stakeholder Relationships Manager to help define, apply, maintain and further develop stakeholder relationship initiatives within Beyond Blue   **Administrative and IT:**   * Entering and maintaining stakeholder records into our CRM system in a timely manner, ensuring quality of records   **Practical problem-solving:**   * Conducting regular reports from available data, including reviewing stakeholder engagement and accuracy of records with the aim to achieve constant improvement in the stakeholder experience * Identifying, investigating, and managing escalated queries, ensuring a prompt and effective resolution and superior stakeholder experience   **Time management and Prioritisation:**   * Effectively managing and prioritising competing requirements to ensure stakeholder expectations are consistently met or exceeded whilst always operating collaboratively and cooperatively * Identifying, investigating, and managing escalated queries, ensuring a prompt and effective resolution and superior stakeholder experience   **Communication (written and oral)**   * Management of the front of house manual   **Strong planning and co-ordination**   * Management of the reception overflow rota and training needs * Organising organisation-wide meetings (both in-person and webinar/virtual) including liaising with internal and external stakeholders to plan events. | | |
| **Key behaviours** |  | The successful applicant will be required to demonstrate the following:   * Highly developed administrative and organisational skills * Excellent verbal and written communication skills * Ability to balance multiple demands and projects successfully, effectively prioritising workload and meeting deadlines * A self-motivated, enthusiastic, and reliable work style * Ability to troubleshoot when issues arise * Collaborate as part of a team * High level of computer literacy * The ability to build and maintain strong relationships with a passion for great customer experience * Detail orientated * Demonstrate resilience and able to positively deal with conflict * Act with honesty, professionalism and integrity to confidential matters * Demonstrated ability to proactively identify process/system inefficiencies and provide a range of solutions | | |
| **Qualifications and key selection criteria** |  | * Willingness to commit to and work inline with the Beyond Blue Values * A passion for customer service * Warm and engaging demeanour * Knowledge of, and experience with, CRM tools such as Salesforce is highly desirable * Experience in a Customer Service position, preferably where you’ve experience in implementing process improvements that enhanced the customer experience | | |
| **Additional information** |  | **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  **Pre-existing injury**  The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment for staff.  **Equal opportunity**  Beyond Blue is an equal opportunity employer. All staff 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 staff are expected to undergo regular cultural competence 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 | | |
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