

Position Title:	Territory Program Coordinator (ACT)
Team:	Engagement
Reports To:	National Manager
Direct Reports:	Nil
Position Type:	Full Time - Fixed Term
Required Hours:	38 hours per week (1.0 FTE)
Location:	ACT Remote (work from home office plus local and national travel)
SCHADS Pay Level:	Level 4
Effective Date:	1 November 2022

POSITION PURPOSE

The purpose of this role is to coordinate the delivery of GIVIT's deed of grant to ensure all contractual obligations are met, raise the profile of GIVIT in the Territory to support our most vulnerable in the community and facilitate the donation of quality items to people in need.

You will bring strong organisational and administration skills combined with excellent communication and customer service expertise.

The Territory Program Coordinator will build relationships with government agencies, support organisations and community donors, and drive and secure donations to meet disaster recovery, domestic and family violence and everyday hardship needs.

A focus of the position is to engage with charities and community groups, register them with GIVIT and provide support and training so they utilise the GIVIT platform to request items on behalf of their clients. In parallel, with the support of GIVIT's Communications Team, the Territory Program Coordinator will generate donation flow to those in need through public awareness raising, sharing local stories and corporate support.

The Territory Program Coordinator will work closely with the National Manager to ensure GIVIT programs meet key deliverables. Under direction from the National Manager the Territory Program Coordinator will direct their work to support ACT No Waste. The Territory Program Coordinator will understand the importance of helping the local community.

The Territory Program Coordinator models GIVIT's values of acting with integrity, accountability, transparency, and respect; valuing the dignity and privacy of recipients and supporting without judgement, discrimination, or bias; valuing the kindness and empathy of our donors; and striving to make a real difference every day in everything that we do.

When you join the GIVIT team you become part of the GIVIT Community. We look for people who value kindness and empathy; act with integrity and respect as well as support all without judgement, discrimination or bias. If you are looking for a workplace that values your life experiences, passion and desire to make a real difference in local communities and in Australian lives, then you belong with GIVIT.

ROLES AND RESPONSIBILITIES

Function	Tasks	Key Performance Indicators
Program management	<ul style="list-style-type: none"> Coordinate and deliver GIVIT services in the Territory, including liaising with government, charities and relevant agencies as well as scheduling of volunteers, stakeholder engagement Ensure agreed service levels and key performance measures are met and exceeded wherever possible and actively intervene as appropriate where outputs and outcomes are not satisfactory achieved Ensure all data, reporting and compliance obligations are met Identify opportunities for ensuring the sustainability of the GIVIT service Provide end-to-end coordination services of individual and corporate donations (goods and services) 	<ul style="list-style-type: none"> All data, reporting and compliance obligations are met Ensure all services are provided within budget Sustainability of GIVIT's services in the Territory
Engage and recruit support organisations	<ul style="list-style-type: none"> Research and identify all local organisations supporting people in need i.e. charities, community groups, schools Engage local charities, community organisations and schools, encouraging them to register and seek support through GIVIT's online donation management platform Engage with these support organisations to explain the client benefits of the GIVIT program and encourage the use of the GIVIT platform Recruit and support groups to become regular GIVIT users 	<ul style="list-style-type: none"> Meet new user and new organisation targets specific to the Territory
Stakeholder management	<ul style="list-style-type: none"> Work with the ACT NoWaste Education Team to conduct community education and awareness campaigns to encourage waste avoidance and emphasise the importance of re-using Build strong relationships with support organisations to encourage them to utilise the GIVIT program to meet the needs of their clients and communities Build relationships with ACT Government key personnel Build GIVIT's reputation and relationships across all stakeholder groups, ensuring the organisation's brand is protected and enhanced Build GIVIT's profile and raise awareness of GIVIT amongst the charity sector in the Territory, with the aim of having support organisations register 	<ul style="list-style-type: none"> Regular meetings with relevant ACT Government representatives Keep registered users engaged. Ensure at least 80% of users registered in previous 3 months have logged in

	<p>with GIVIT and for their staff to commence requesting items on behalf of their clients</p> <ul style="list-style-type: none"> • Ensure registered support organisations are accessing the GIVIT platform, and are supported in doing so • Help identify local business providers to source locally products/services wherever possible • Manage corporate donations and facilitate donation flow 	
Donation Management Platform	<ul style="list-style-type: none"> • Understand the donation management platform is central to GIVIT's success • Provide training to registered organisations – how to access the portal, see donation offers, request donations and complete donation transactions • Be the point of contact for technical support, donation inquiries and urgent requests • Ensure donation records within the portals are accurate and updated in a timely manner 	<ul style="list-style-type: none"> • Excellent knowledge of GIVIT website, administration portal and organisation portal to monitor the health of GIVIT donation flow and effectiveness of service • Ensure donation records are completed, with no outstanding activities more than 60 days old
Marketing and Communications	<ul style="list-style-type: none"> • Work with GIVIT's marketing and communication team to raise awareness of GIVIT and GIVIT's programs • Represent GIVIT in a variety of settings, including media opportunities, public forums, and conferences as required • Identify social media opportunities, take photographs and regularly promote GIVIT • Share all media opportunities with the GIVIT communication team • Build GIVIT's reputation and relationships across all stakeholder groups ensuring the brand is protected and enhanced 	<ul style="list-style-type: none"> • Regular, positive media achieved promoting GIVIT's programs • Media content – stories, images and video – provided weekly for GIVIT social media, newsletters and corporate reports • Contributes to total items/services donated tally
Risk management	<ul style="list-style-type: none"> • Address and when appropriate notify the CEO/National Manager of any issues, concerns or risks in or during operational activities • Ensure all ACT operations are in accordance with GIVIT's policies 	<ul style="list-style-type: none"> • All potential risks and opportunities are raised ahead of time to CEO/National Manager
Workplace Culture	<ul style="list-style-type: none"> • Excellent work ethic • Role model behaviours that demonstrate a high level of performance and integrity • Actively participate in GIVIT meetings and communications • Follow GIVIT policies and procedures with pride 	<ul style="list-style-type: none"> • Represent the values of GIVIT in all aspects of the role

SKILLS AND KNOWLEDGE

Personal

- Excellent work ethic
- Works autonomously, flexibly and uses initiative to achieve high quality results
- Confidentiality and integrity
- Positive outlook and commitment to continuous improvement
- Present as self-assured and confident with the ability to think independently with strong critical decision-making abilities
- Outstanding attention to detail and time management skills
- Strong numerical, written, verbal, and comprehension skills
- High level of analytical and problem-solving skills
- A police history check

Technical

- Relevant tertiary qualifications or equivalent work experience
- Competent application of Microsoft 365 and Sharepoint, Outlook, Microsoft Office and Teams
- Competent in the use of document management systems such as Sharepoint or OneDrive

Business Skills

- Effectively and efficiently achieve outcomes to agreed timelines through excellent time management and communication skills
- Able to work under pressure with competing demands, prioritise tasks and maintain composure in a fast-paced work environment
- Ability to multitask, think quickly and effectively in a small, dynamic work environment
- Ability to analyse, problem solve and make appropriate decisions for implementing solutions
- Communicates well both verbally and in written form with all internal and external stakeholders
- Flexibility to adapt to different tasks and undertake other responsibilities or activities
- Plans and manages available resources to achieve agreed outcomes and within budget

Leadership

- Builds and maintains professional relationships with all external stakeholders
- Works with GIVIT leadership, colleagues and peers to build long-lasting relationships
- A strong team player willing to 'roll up your sleeves' and assist the full team achieve its' goals
- The ability to articulate oneself and provide clear instructions or directions to others
- Works collaboratively with clients and colleagues to achieve outcomes
- Contributes towards the team achieving its outcomes by meeting agreed commitments and by utilising agreed systems, practices, and procedures

GIVIT Specific

- Continually works towards adding value to GIVIT services for their stakeholders.
- Knowledge of GIVIT's policies, procedures and practices for self and others.
- Great "soft-skills" that align with GIVIT's mission and the culture of the team