

Position Title:	State or National Engagement Officer
Team:	Engagement
Reports To:	State or National Manager
Direct Reports:	Volunteers
Position Type:	Full Time
Required Hours:	38 hours per week (1.0 FTE)
Location:	GIVIT Head Office, Milton or Remote (work from home office)
SCHADS Pay Level:	Level 3
Effective Date:	1 January 2023

POSITION SUMMARY

The State or National Engagement Officer supports all domestic charities, community groups and relevant agencies to channel the generosity of everyday Australians to best meet the material and essential needs of its communities. They will work passionately throughout their assigned jurisdiction (state or nationally) to identify and build strong relationships with councils and community groups, register them with GIVIT so they may utilise the GIVIT platform to request items on behalf of individuals and families. In parallel, and with the support of GIVIT's State or National Manager, they will generate donation flow to those in need through public awareness raising, sharing local stories and corporate support.

The State or National Engagement Officer will understand the importance of helping each community and will build relationships with local business providers to source locally wherever possible to support the economic recovery during disaster affected periods.

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 locally and across Australian, then you belong in the GIVIT Community.

RESPONSIBILITIES

Function/Area	Responsibilities
Engage and recruit support organisations	<ul style="list-style-type: none"> • Research, identify and maintain regular engagement between local organisations to support their clients through our appeals and online warehouse • Research and identify all local organisations supporting people in need in disaster affected areas, i.e. local councils, charities, community groups, schools • Engage with these support services 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
Build relationships	<ul style="list-style-type: none"> • Build strong relationships with local organisations to encourage them to utilise the GIVIT program to meet the needs of their clients and communities • Attend local case coordination meetings to identify areas of greatest need and ensure legitimacy of requests • Build relationships with local council key personnel and become their regular point of contact for all GIVIT interactions

	<ul style="list-style-type: none"> • Build relationships with local business providers to source locally wherever possible • Manage corporate donations and facilitate donation flow
Facilitate registrations and website training	<ul style="list-style-type: none"> • Provide website support and training to support organisations may easily utilise the GIVIT system to request items on behalf of their clients. • Be the point of contact for all technical support, donation inquiries and urgent requests
Attract and facilitate cash donations	<ul style="list-style-type: none"> • Attract donors and financial support to provide relief funds to be spent purchasing essential items in local bushfire affected areas • Source and purchase items from local businesses as required
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
Raise the GIVIT profile	<ul style="list-style-type: none"> • Raise the profile of GIVIT and its Disaster and Emergency Recovery Service among individual and corporate donors • Build GIVIT's reputation and relationships across all stakeholder groups ensuring the brand is protected and enhanced • Identify social media opportunities, take photographs and regularly promote GIVIT • Share all media opportunities with the GIVIT communication team • Represent GIVIT at media opportunities or speaking opportunities
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
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 • Support the marketing and communication of GIVIT generally • Undertake other activities as directed

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

GIVIT

- Process driven
- People/relationship driven
- Strong numerical, written, verbal, and comprehension skills
- High level of analytical and problem solving skills

Technical

- Competent application of Microsoft 365 and Sharepoint, OneDrive, Outlook, Microsoft Office and Teams

Business Skills

- Effectively and efficiently achieve outcomes to agreed time lines through excellent time management and communication skills
- Able to work under pressure with competing demands and to 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
- Measures and evaluates performance for continuous improvement opportunities
- 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
- Ability to project manage companywide initiatives.
- Proactively approaches and resolves conflict and seeks support/advice where necessary

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
- Builds and maintains professional relationships with all external stakeholders
- Works with GIVIT leadership, colleagues and peers to build long-lasting relationships
- Develops and shares GIVIT's future vision, goals and outcomes with volunteers and employees
- A strong team player willing to 'roll up your sleeves' and assist the full team achieve its' goals
- Works collaboratively with clients and colleagues to achieve outcomes
- Negotiates with others to achieve mutually beneficial and ethical outcomes
- Contributes towards the team achieving its outcomes by meeting agreed commitments and by utilising agreed systems, practices, and procedures
- Proactively communicates changes in the ability to meet agreed commitments, outcomes or time frames to ensure colleagues can make the appropriate adjustments, etc

Organisational Development

- Integrates the Strategic Vision, Mission and Plan of the organisation into the operational plans and activities of work
- Continually monitors and identifies trends and patterns within their internal and external environments in order to mitigate risks, explore opportunities or continually improve organisational and operational performances
- Proactively identifies opportunities and risks in their area of expertise that will grow and protect GIVIT into the future