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| **Position:** | **Retirement Solutions Manager** |
| **FTE:** | 1 FTE | **No. of direct reports:** | 0 |
| **Tenure:** | Permanent  | **No. of indirect reports:** | 0 |
| **Reports to:** | GM Superannuation & Workplace Solutions  | **Delegated authority:**  | $ |
| **Governance:**  | Committee |

**SuperFriend’s vision is for an Australia where all workplaces are mentally healthy.**

SuperFriend advocates for, equips and empowers profit-to-member superannuation funds and insurers to achieve mentally healthy workplaces for their staff and members. We do this through:

* **solutions** (evidence-informed and useful programs, training, resources and events),
* **advocacy** (collaborations, national working groups, international alliances, and Government forums), and
* **insights** (regular national and local research analysing trends, impacts and outcomes).

We have a unique model, primarily working collaboratively with our profit-to-member Partner superannuation funds and insurers – together with their participating employers and members. Through this model, we have the potential to embed mental health and wellbeing best practices into 750,000 workplaces and impact more than half of Australia’s workforce.

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| **Role Purpose & Summary** |
| The objective of the Superannuation and Workplace Solutions team is to develop and deliver exceptional Partner-Super fund, employer and member customer experiences and outcomes that enable staff and members to thrive in mentally healthy workplaces. As a collaborative member of the SuperFriend team reporting to the General Manager – Superannuation & Workplace Solutions, this role will deliver positive leadership, actively investing in a thriving workplace culture where everyone is inspired and has the opportunity to be their best. We operate as a multi-disciplinary team, investing in sharing expertise, knowledge and working collaboratively to achieve exceptional customer experiences, uptake of SuperFriend solutions, measurable impact and organisational objectives. This role is accountable for the successful delivery of SuperFriend’s retirement solutions whilst ensuring SuperFriend is thriving, sustainable and has an optimistic future. This includes:1. Increasing the uptake of best-practice and useful retirement solutions (programs, training, resources and events) to enhance industry capability and improve member experiences and outcomes
2. In conjunction with the Innovative Solutions team, co-design and co-create useful new retirement solutions to meet customer and industry needs and deliver positive impact, considering scale and market viability
3. Project managing continuous improvements to retirement solutions for currency, improved customer utilisation and impact
4. Develop grant applications and project manage grant awarded projects as required
5. Contribute to cultivating business development opportunities, with particular focus on establishing and generating sustainable revenue streams for retirement solutions from the Superannuation industry
6. Increasing visibility, advocacy and impact of older-worker mental health and wellbeing outcomes through investing in influential industry relationships, and effective alliances and stakeholder relationships
7. Contribute to business operations, developing and implementing effective and efficient systems, processes and reporting of outcomes and impact, both internally and externally.

Some interstate travel will be required. |
| **Essential Knowledge, Skills & Qualifications** |
| * Tertiary qualifications in psychology, organisation development, health promotion or related discipline
* Recent experience in superannuation or working with older workers is highly desirable
* Proven end-to-end project management experience and capabilities, including experience in new program implementation and knowledge of impact evaluation
* Digital program development and management is highly desirable
* Outstanding interpersonal, verbal, representational and written skills including grant application writing
* Excellent interpersonal skills, with experience in working collaboratively across multi-disciplinary teams
* Experience in co-creating and delivering innovative new solutions to meet customer needs and ensure market viability
* Extensive experience in successfully engaging and managing complex multi-stakeholder relationships at a range of different levels across different industries
* Experience in driving program utilisation to contribute to business growth and achieve targets
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| **Role Capabilities & Requirements** |
| ***The way*** ***we work*** | We live our values: Accountability, Respect Collaboration and CaringWe create value through excellence |
| We are passionate about creating value and exceeding our customer’s expectations through constantly striving to redefine our standards of excellence and quality |
| **OUR CUSTOMERS: We are customer centric. Achieving mentally healthy workplace for Australians through advocating for, equipping and empowering our Partners** |
| ***Customer Centric*** | **Advanced** | * Considers broader purpose and long-term context of the customer when providing advice
* Provides sophisticated and value adding insight to customers
* Assists customers to explore new ideas and to navigate the road ahead
* Encourages team to think differently about how to respond to customer needs in better ways
* Assesses or seeks out relevant customer information or research and uses this data to improve service levels
* Establishes systems, processes and drives collaboration between teams to drive decisions that are customer centred
* Holds others to account for making decisions that consider the customer experience
* Coaches others in the giving of valued advice
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| ***Partner & Stakeholder focus*** | **Advanced** | * Proposes compelling solutions that anticipate Partner/Stakeholder future needs
* Clearly articulates the consequences or benefits of a solution in measurable terms
* Looks for cost effective ways to meet and exceed Partner/Stakeholder needs
* Looks for ways to maximise existing Partner/Stakeholder base and build ongoing loyalty
* Initiates and maintains extensive networks and looks for opportunities to facilitate networking between others
* Coaches others to develop their relationship skills
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| **OUR PEOPLE: We support and enable our people to be their best and thrive** |
| ***Leadership*** | **Advanced** | * Holds others to account for interacting in an inclusive and respectful way
* Identifies recurring issues between teams and facilitates successful conflict management
* Communicates a clear and compelling vision of future success internally and externally
* Motivates team members by linking individual and team work to the achievement of organisational goals
* Demonstrates courage by taking on challenges
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| ***Collaboration & Connection*** | **Intermediate** | * Proactively looks for and creates opportunities to work across teams and customers to co-design solutions and to achieve enhanced outcomes
* Offers to share resources and capabilities from own team in support of shared objectives
* Leverages complimentary capabilities and knowledge to deliver a strong collaborative result
* Identifies barriers to teamwork between groups and individuals and helps to overcome them
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| ***Communication & Influencing*** | **Expert** | * Promotes concepts of visions of the future using a range of influencing styles and messages
* Uses appropriate emotive language to generate energy and commitment towards goals
* Identifies points of agreement or common interest between self and others and uses these to influence others
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| **Embracing Growth & Change** | **Advanced** | * Remains optimistic and focused in the face of setbacks and keeps disruptive emotions and impulses in check
* Coaches others through uncertainty with the view to making the most of adversity
* Monitors how others are managing stress and provides constructive support
* Effectively balances own workload with the need to support others when the situation demands
* Creates a safe environment in times of change to express views
* Leads and engages teams in all aspects of the change process
* Demonstrates high levels of self-awareness and asks for feedback regularly
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| **Role Capabilities & Requirements (continued)** |
| **OUR BUSINESS: SuperFriend is a well-managed, sustainable organisation delivering Partnership value** |
| ***Continuous Improvement & Innovation*** | **Advanced** | * Takes a broad view when analysing complex and ambiguous situations, and can recognise patterns and draw linkages between this data
* Undertakes improvement projects that cross business teams to improve the end to end process and customer experience
* Develops long term solutions that address the root cause of problems and prevent recurrence
* Challenges the status quo to identify improvement or innovation opportunities when appropriate
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| ***Strategic Focus*** | **Intermediate** | * Articulates the why, what, how and when of the organisational strategy to help others to understand it
* Adopts broad perspectives beyond own fields of expertise
* Guides others to ensure that activities and outcomes of the team support the delivery of the strategy
* Maintains a consistent focus on executing strategic priorities
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| ***Delivering Results*** | **Advanced** | * Defines and constructs the parameters, processes and resource requirements for successful delivery of major initiatives
* Develops and implements plans according to stakeholder requirements and business context
* Regularly reviews plans and performance and revises according to risks or impact
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| ***Business Acumen*** | **Advanced** | * Uses in-depth knowledge of key business drivers and industry knowledge to identify and leverage potential opportunities and threats to business performance
* Utilises knowledge and analysis of internal and external business and industry trends to formulate and execute business or project plans
* Assists others to understand the commercial implications of their contributions
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| **Role Challenges** |
| * Working effectively across the organisation to deliver excellence in Partner Super Fund and member experiences and organisational outcomes
* Developing a compelling value proposition for Retirement Solutions that adds Partnership value and impact and grows revenue
* Actively engaging and building capability and capacity of multiple stakeholders in Superannuation industry
* Cultivating and creating a seamless, united and cohesive culture between Sydney and Melbourne teams
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| **Success Indicators** |
| Success will be measured through using data, benchmarks and success stories to demonstrate impact, resulting from delivering excellence in sustainable and highly collaborative existing and new Superannuation Partnerships and relevant industry relationships. Other key success metrics include:* increasing uptake of SuperFriend’s retirement solutions through Partner fund channels and other channels as identified
* quality and customer alignment to enhancement of retirement solutions
* development of viable, new and innovative retirement solutions to expand the offering to Partners and members
* revenue growth
* team members are engaged, leaders in their field and working in a thriving organisational culture
* contribution towards SuperFriend’s delivering on its strategic flagship activities and business goals
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| **Key Internal Relationships** | **Key External Relationships** |
| * GM – Superannuation & Workplace Solutions and colleagues
* CEO & Leadership team
* SuperFriend team
* Board Committee members
 | * Partners, Prospective Partners
* Superannuation industry associations and service providers
* Mental Health sector, older worker sector
* Researchers, practitioners and other key stakeholders
* Service Providers
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