

POSITION TITLE:	Senior Manager Service Innovation		
REPORTS TO:	Executive Manager Knowledge, Advocacy and Service Innovation		
POSITION CLASSIFICATION:	Part Time 0.8 FTE Fixed term contract 2 years		
LOCATION:	Carlton	APPROVED BY:	Soo-Lin Quek
SALARY:	\$100,000 pro-rata <ul style="list-style-type: none"> • Salary Packaging which provides \$15,900 tax free • Superannuation at 9.5% • Pay rise of approximately 3% per annum • Generous entitlements including cultural leave options and flexible work arrangements 	LAST UPDATED:	March 2019

About CMY

The Centre for Multicultural Youth (CMY) is a not-for-profit organisation based in Victoria, providing specialist knowledge and support to young people from refugee and migrant backgrounds. Our vision is that young people from migrant and refugee backgrounds are connected, empowered and influential Australians. Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, we are working to remove the barriers young people face as they make Australia their home

POSITION SUMMARY:
<p>The Senior Manager Service Innovation is a key leadership position accountable for overseeing effective and quality development and delivery of “incubation” programs and projects that aim to strengthen CMY’s service offerings to ensure it meets the ongoing needs of young people and their communities; strengthening management operations and resource allocation (including people); managing contracts and stakeholder relationships.</p> <p>The Senior Manager will provide strong leadership to specialist teams and with the Executive Manager Knowledge, Advocacy and Service Innovation, managing government relationships, key philanthropic trusts to grow new funding opportunities including responsibility for funding and tender applications. This role is responsible for supporting strategic growth through business planning as well as proactive stakeholder management. The Senior Manager is responsible for the design and development of innovative evidence-based programs complemented by evaluation frameworks and quality improvement mechanisms.</p> <p>CMY’s business development capability sits with this Senior Manager and will support new funding opportunities and the development of proposals, tenders, grant applications and reports within tight timelines. ,</p>

ACCOUNTABILITIES:
<p>This position provides overall leadership, management and coordination of relevant programs, in a manner that encourages and facilitates collaboration, consultation, communication and teamwork. Driving service integration, development and innovation is key to this position’s success.</p>

ROLE COMPETENCIES	RESPONSIBILITIES
Service Development	<ol style="list-style-type: none"> 1. Produce high quality proposals, grant applications and reports within tight timelines; 2. Seek and secure new business development opportunities in corporate and community sectors including networking and writing submissions for grants to support CMY strategic

	<p>plan;</p> <p>3. Take a lead role in strategically positioning CMY and promoting the CMY brand; and</p> <p>4. Implement service development strategy for new programs / funding streams.</p>
Program & Project Management	<p>5. Manage the range of programs and projects from community support through to employment and enterprise development;</p> <p>6. Provide subject matter expertise around core programs and projects;</p> <p>7. Oversee project and program work and provide practice leadership and coaching to leaders and staff within teams;</p> <p>8. Monitor data to ensure program and project deliverables are met;</p> <p>9. Monitor the performance of programs and projects and ensure contractual and legal requirements are met; and</p> <p>10. Ensure strong and accessible feedback mechanisms to continuously improve programs and projects.</p>
Strategic Partnerships	<p>11. Maintain strategic partnerships with key service providers and represent and promote CMY to a range of government and non-government stakeholders, the media (when authorised) and the broader community; and</p> <p>12. Represent CMY on strategic committees and regional networks as required.</p>
Team leadership and management	<p>13. Provide overall leadership, management and coordination for all direct reports in the Employment, Enterprising Communities, Curious, Community Support Group's and Pasifika teams;</p> <p>14. Be an active member of the CMY's senior management team and contribute to strategic planning processes;</p> <p>15. Working closely with Executive Manager Knowledge, Advocacy & Service Innovation and Executive Manager People & Culture, implement workforce planning strategy to strengthen internal capabilities and succession planning across the team;</p> <p>16. Working closely with Executive Manager Knowledge, Advocacy & Service Innovation and the Executive Manager Programs & Services to ensure practice consistency and integration;</p> <p>17. Be a change champion to ensure CMY's goal of developing an integrated, agile organisation is achieved by 2021;</p> <p>18. Effectively manage the program budget and with support from Finance, develop budgets and ensure regular monitoring of project funds;</p> <p>19. Support the Executive Manager with the development of the programs and project budgets;</p> <p>20. Prepare regular and ad hoc briefs and papers on behalf of the Executive Manager (and at times the CEO) for various audiences including but not limited to the CMY Board, government bodies and other partners; and</p> <p>21. Consistent with the strategic directions of CMY undertake all other duties as directed by the Executive Manager.</p>
Communications	<p>22. Support CMY's communication strategy; and</p> <p>23. Support the leadership group and broader business with timely and effective communication and information sharing.</p>
CMY Policy & Procedures Framework	<p>24. Where appropriate attend policy development meetings ; and</p> <p>25. Ensure policy / procedure documents are reviewed in a timely manner and according to the schedule.</p>
Personal Effectiveness	<p>26. Manage own workload and priorities, in a proactive and time efficient manner;</p> <p>27. Execute responsibilities logically and accurately, with good practices in checking own work, drilling down and problem solving in consultation with key staff;</p> <p>28. Manage self and effectively deal with pressure; and</p> <p>29. Lead by example and in accordance with CMY Values</p>

KEY SELECTION CRITERIA:

- Exceptional leadership skills with significant experience in program and project development, delivery and management. Demonstrated previous experience in managing multiple and complex service delivery teams.
- High level interpersonal and communication skills and demonstrated ability to apply these skills with staff and all levels of government and community with demonstrated experience in high level stakeholder management
- Proven ability to negotiate and partner successfully with government and non-government stakeholders
- Significant experience in collaboratively designing and implementing effective improvement strategies
- Significant experience in preparing and writing successful submissions that will strengthen CMYs sustainability and business development opportunities;
- Demonstrated experience identifying and developing appropriate business opportunities with philanthropic trusts and a broad range of community sector partners; and
- High level project management skills, with a focus on understanding the financial structure of projects.

QUALIFICATIONS:

- Tertiary qualifications in Social Sciences, Community Development, Management, Public Relations, Communications, Marketing or relevant discipline and a minimum 5+ years relevant professional work experience and 3+ years management experience; and
- Demonstrated experience in community and/or NFP organisations would be highly regarded.

ADDITIONAL INFORMATION:

- CMY takes Child Safety seriously and short listed candidates are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. These include but are not limited to Police Record and Working with Child Checks, and child safety focused referee checks;
- Applicants must have the right to work in Australia;
- CMY is an Equal Opportunity Employer;
- In the context of Occupational Health and Safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S;
- This role requires a capacity to work flexible hours including evenings and occasionally on weekends; and
- A current driver's license is required as this role requires a capacity to travel throughout Victoria, including overnight stays.

GENERAL REQUIREMENTS:

- Demonstrate CMY values and behaviours and comply with the Employee Code of Conduct;
- Perform all tasks in line with CMY values of Participation, Diversity and Human Rights;
- Comply with CMY policies, procedures and regulations; and
- Consistent with the strategic directions of CMY, carry out all other duties as directed

CMY KEY OBJECTIVES AND ACTION STRATEGIES:

- **My Community**
Young people are *connected, belong and contribute* to their families and the community.
- **My Journey**
Young people are *empowered to access opportunities* and actively shape their own futures.
- **My Voice**
Young people are *understood, accurately represented and influential*.
- **My CMY**
CMY is a strong partner and recognised leader in working with diverse young people.

I have read, understood and approve the above position description:

Manager Name

Manager Signature Date / /

I have read, understood and accept the above position description:

Employee Name

Employee Signature Date / /