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| **Position:** | **Solutions Manager** | | |
| **FTE:** | 1 FTE | **No. of direct reports:** | 0 |
| **Tenure:** | Permanent | **No. of indirect reports:** | 0 |
| **Reports to:** | Head of Consulting | **Delegated authority:** | $ |
| **Governance:** | Board / 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. 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.  As a collaborative member of the SuperFriend Team reporting to the Head of Consulting, the Solutions Manager role is accountable for building relationships with Superannuation Partners and workplaces and developing and delivering evidence-based workplace mental health solutions in response to identified needs.  This includes:   1. Manage and build trusted relationships with a portfolio of Partner organisations to gain deep understanding of their needs in relation to creating mentally healthy workplaces for their staff and members 2. Increase the uptake of best-practice and value adding workplace solutions (programs, training, resources and events) to enhance industry capability and improve member / employer experiences and outcomes 3. Consult and deliver customer centric solutions to Partners and workplaces ranging from short term activities through to long term strategic interventions that may include:  * Conduct needs analyses and review of existing policies and practices * Develop holistic workplace mental health strategy to embed mentally healthy evidence-based practices across the workforce * Identify, develop and deliver appropriate solutions, training, education or resources * Act as subject matter expert providing support and advice to Partners and workplaces with SuperFriend solutions and insights working in close unison with external resources and service providers as required * Measure and evaluate the effectiveness and impact of solutions  1. Manage the existing portfolio of solutions including delivery, stakeholder management, contract management and all assigned budgetary and reporting requirements 2. Support business development opportunities as the Subject Matter Expert with particular focus on establishing and generating sustainable revenue streams with involving the preparation and delivery of new business proposals and presentations and responding to customer queries. 3. Working with the Innovative Solutions team to co-design and co-create useful new workplace solutions to meet customer and industry needs and deliver positive impact, considering scale and market viability. Project managing continuous improvements to workplace solutions for currency, improved customer utilisation and impact 4. Increasing visibility, advocacy and impact of workplace mental health and wellbeing outcomes through investing in influential industry relationships, and effective alliances and stakeholder relationships. 5. As required work with Policy and Strategic Alliances team to progress positive solutions for Alliances 6. Developing grant applications and project managing grant awarded projects as required 7. Contributing to business operations, developing and implementing effective and efficient systems, processes and reporting of outcomes and impact, both internally and externally.   Some interstate travel may be required. | | | |
| **Essential Knowledge, Skills & Qualifications** | | | |
| * Tertiary qualifications in psychology, organisational psychology, allied health, or other appropriate discipline * Experience in the delivery of consultancy services in a multidisciplinary organisation. * Subject matter expertise in the area of mental health, workplace mental health, positive psychology, work health and safety and/or suicide prevention. * Demonstrated experience in presenting to diverse audiences. * Well-developed analytical and problem-solving skills, including the ability to evaluate information, identify trends and issues, and plan appropriate strategies. * Demonstrated ability to work effectively, independently and as part of a team * Communication Skills – Must have excellent written and verbal communication skills and be capable of communicating effectively with different audiences. * Extensive experience in successfully engaging and managing complex multi-industry stakeholder relationships at a range of different levels across different industries. * Demonstrated record keeping and computer literacy skills. | | | |
| **Role Capabilities & Requirements** | | | |
| ***The way***  ***we work*** | | | We live our values: Accountability, Respect Collaboration and Caring  We 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 |
| ***Partner & Stakeholder focus*** | **Intermediate** | | * Proposes solutions that are aligned with Partner/Stakeholder needs * Pursues growth opportunities (new relationships) confidently * Addresses objections in a way that moves the growth process forward * Develops strong relationships outside of immediate networks to support future growth |
| **OUR PEOPLE: We support and enable our people to be their best and thrive** | | | |
| ***Leadership*** | **Intermediate** | * Calls out non-inclusive or disrespectful behaviour clearly explaining the situation behaviour and impact of the behaviour on others * Leverages the complementary strengths of others to enable a high performing team * Facilitates conflict resolution to enable cohesive teamwork * Challenges, supports and coaches others to achieve their full potential * Allocates resources and delegates tasks in a way that supports and stretches team members to achieve outcomes * Ensures achievements are recognised and celebrated | |
| ***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 | |
| ***Communication & Influencing*** | **Advanced** | * Generates interest in complex ideas and concepts * Builds support by taking the time to educate and consult with others * Uses storytelling effectively to meaningfully convey key messages | |
| **Embracing Growth & Change** | **Intermediate** | * Continues to perform effectively in highly stressful and ambiguous circumstances * Demonstrates a positive outlook in times of uncertainty * Recognises when to ask for support when under stress * Gains stakeholder support and generates enthusiasm about change * Understands own development needs and acts on these to improve | |

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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 | |
| ***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 | |
| ***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 | |
| ***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 | |
| **Role Challenges** | | | |
| * Developing and implementing new Fund and Administrator Partnerships that adds value and grows revenue * Developing a compelling value proposition for prospective Partners that is aligned to SuperFriend’s vison, purpose and strategy * Actively engaging and building capability and capacity of new Partners through acquisition process * Ensuring Partner Funds and Insurers are actively engaged and considered in Superannuation Industry-related strategy implementation and acquisition * Cultivating and creating a seamless, united and cohesive culture between Sydney and Melbourne teams * Consulting competition | | | |
| **Organisational & Team Success Indicators** | | | |
| Organisation and team success will be measured through using data, benchmarks and success stories to demonstrate impact resulting from positive acquisition and onboarding of sustainable and highly collaborative new superannuation industry partnerships. Other key success metrics include:   * successful acquisition and positive onboarding of sustainable and highly collaborative new Partner Fund and Administrator partnerships * recurrent revenue growth and targets being achieved, including increasing demands for person-centred solutions, insights and advocacy * excellence in customer service * 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   Individual performance indicators will be co-created annually as part of the annual business planning process and will align with overarching team and organisational success factors and strategic logic measures. | | | |
| **Key Internal Relationships** | | | **Key External Relationships** |
| * Head of Consulting and colleagues * GM – Superannuation & Workplace Solutions and colleagues * CEO & Leadership team * SuperFriend team * Board and Committee members | | | * Partners, Prospective Partners including Administrators * Superannuation industry associations * Industry service providers |