

POSITION DESCRIPTION

General Information:	
Position Title:	Technology Partnerships Manager
Function & Team/Program:	Fundraising & Communications
Location(s):	National
Manager's Position Title:	Senior Manager, Corporate Projects, Insights and Engagement
Manager's Name:	Linnae Clarke
Date Prepared:	30/7/2025
Prepared By:	Alex Tardif
Approved By:	Tiffany Jeffs, National Manager, Corporate Partnerships

Primary Purpose of this Position <i>(In one sentence - why does the role exist?)</i>
To develop relationships with organisations based in Australia to build a long-term, sustainable ecosystem that delivers a reliable pipeline of donated devices.

Scope:	
Direct Reports to this Position	Indirect Reports
By Position Title	Total Number
Nil	Nil
Financial Dimensions controlled by this Position <i>(Include key financial metrics such as revenue growth, income & expense budget, etc)</i>	
Direct control	Indirect control
<ul style="list-style-type: none"> Value of in-kind device donations secured 	<ul style="list-style-type: none">
Other Dimensions of this Position	
<ul style="list-style-type: none"> Will include occasional interstate travel. 	

Setting Priorities <i>(how is work prioritised)</i>	
How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Daily, weekly and monthly
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	Weekly, monthly & annually Due to the nature of the position, this role will have direct impact upon the workflow of others in the organisation, including activity relating to partnership prospecting, development of donation processes, and cross-functional project milestones.

Key Relationships <i>(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)</i>	
Internal	<ul style="list-style-type: none"> Head of Fundraising and Communications

	<ul style="list-style-type: none"> Philanthropy Group Manager Policy & Strategy Manager, Digital Inclusion National Manager, Corporate Partnerships National Manager, Trust & Foundations National Manager, Major Gifts Senior Manager, Corporate Partnerships Senior Manager, Partnership Development Senior Manager, Project, Insights & Engagement Partnership Managers Philanthropy Managers
External	<ul style="list-style-type: none"> Technology manufacturers Device leasing organisations Partners of The Smith Family

Key Decision Making in this Role: <i>(What are the key decisions and recommendations made in this role?)</i>	
Decisions Expected	<ul style="list-style-type: none"> Partnership development strategy and approach for device donations Engagement with potential and existing partners Development and refinement of donation processes and systems Resource allocation for partnership activities within scope
Recommendations Expected	<ul style="list-style-type: none"> Strategic direction for device partnership ecosystem development Cross-functional process improvements and system enhancements Partnership evaluation criteria and success metrics

Every Team Member at The Smith Family:

- Is expected to uphold The Smith Family Values and Culture;
- Understands and complies with the Child Protection Framework;
- Takes reasonable care for the health and safety of themselves and others;
- Understands and complies with the Workplace, Health and Safety Systems;
- Reports hazards and incidents and participates in risk management as required.

Key Responsibilities / Accountabilities:	
Major Area: Partnership Development & Ecosystem Building	% of Job Total: 80%
Secure new partnerships and strengthen existing relationships to build and secure a sustainable ecosystem of device donations that supports long-term program objectives.	
Create compelling partnership propositions and presentations for prospective and existing partners, which articulate the mutual value and impact opportunities.	
Design and implement standardised donation intake, assessment, refurbishment, and redistribution processes in collaboration with operations teams.	
Establish multi-year partnership agreements and embedded donation pathways to ensure a sustainable device supply.	
Lead stakeholder engagement initiatives to educate and mobilise partners around device donation opportunities.	
Identify and address regulatory, legal, and operational challenges to device donation.	
Collaborate on the design and delivery of new ways to engage partners	
Major Area: Integration & Systems Development	% of Job Total: 10%
Collaborate with external and internal stakeholders to ensure seamless integration of donated devices into distribution systems.	
Contribute to the development and refinement of technology platforms and processes that support partnership management and device tracking.	

Collaborate with stakeholders to establish quality standards, technical specifications, and assessment criteria for donated devices
Major Area: Performance Tracking & Strategic Reporting % of Job Total: 10%
Monitor partnership development activities and outcomes through appropriate systems.
Provide regular reporting on partnership acquisition, device volumes, partner engagement, and strategic milestones.
Contribute data and insights to support impact measurement and strategic planning.
Document and share learnings to support continuous improvement and knowledge sharing.
Contribute to the development of case studies, video stories, and communications content that showcase partnership impact and support strategic reporting.
Support the documentation of strategies and best practices to inform future partnership development and continuous improvement

Key Challenges in Achieving Goal(s): <i>(What are the key challenges faced by this role in meeting goals/objectives)</i>		
<ul style="list-style-type: none">• Building and maintaining relationships with diverse stakeholder groups across multiple sectors and geographies• Developing scalable processes and systems for a new and evolving partnership ecosystem• Balancing partner needs and expectations with organisational capacity and strategic priorities• Ensuring sustainable, long-term commitment from corporate partners in a competitive landscape		
Qualifications, Experience and Competencies: <i>(What background, knowledge, experience or competencies are required to perform the role at the expected level?)</i>		
Education / Qualifications / Memberships:	Essential	Desirable
	<ul style="list-style-type: none">• Tertiary qualifications in relevant discipline e.g. business management, technology, or related field	<ul style="list-style-type: none">•
Experience:	Essential	Desirable
	<ul style="list-style-type: none">• Minimum five years' experience in business development, partnerships, or relationship management – Enterprise sales experience is highly regarded.• Experience in relationship management and stakeholder engagement• Proven track record of meeting targets and delivering measurable outcomes.• Experience with technology sector partnerships or corporate sustainability initiatives• Experience with Customer Relationship Management (CRM) systems and partnership tracking	<ul style="list-style-type: none">• Experience in the NFP sector or social impact organisations• Knowledge of device lifecycle management, refurbishment, or technology distribution• Understanding of corporate social responsibility and ESG frameworks
Competencies:	Essential	Desirable

	<ul style="list-style-type: none"> • Strong strategic thinking and ability to build long-term sustainable partnerships. • Excellent relationship building and networking skills across diverse sectors. • Outstanding communication and presentation skills, including ability to engage with C-suite stakeholders. • Ability to work effectively in a virtual environment with minimal travel. • Strong project management and process development capabilities • Collaborative approach with ability to work across multiple teams and functions. • Understanding of technology ecosystems and corporate partnership models • Commitment to professional learning and continuous improvement 	<ul style="list-style-type: none"> • Experience with Microsoft Dynamics CRM • Understanding of digital inclusion
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