

POSITION	Relationships Manager
SALARY	\$100,783.28 + Superannuation Level 5.1 SCHADS
EMPLOYMENT TYPE	Full-time fixed term 12 month position
LOCATION	Sydney, NSW (preferred)
START	ASAP

batyr is a 'for purpose' preventative mental health organisation, created and driven by young people, for young people. We run programs that help reduce the stigma surrounding mental health and empower young people to reach out for support. We help create supportive communities.

We are an energetic, fun and dynamic team who are passionate about changing the way we speak about mental health. Excitingly, we are on the hunt to build our team with even more passionate, skilled and driven people to continue to develop our high-performance culture and expand the reach and impact of batyr. If you want a workplace where you can bring all of your full, weird and wonderful self to the office each day, this is the place.

#### working with us

At batyr, we care deeply about those we welcome into our work-family and do our best to support our team. We do this by:

- providing all permanent staff with a wellbeing budget that you can use on a gym membership, a new surfboard, pottery classes, music lessons, a spa treatment, a new book... almost whatever you need to help keep you feeling good
- wellbeing leave - your personal leave doesn't just have to be for sick days, at batyr you can also use this leave to support your mental health and wellbeing
- flexible working arrangements
- 4 weeks paid parental leave + other entitlements
- salary packaging up to \$15,900 pa - because we're a not-for-profit, you can choose to receive a proportion of your wage as reimbursement of personal expenses, with no income tax payable on this money
- a bring your own device policy, with reimbursements for using your own phone and computer

batyr is committed to providing a safe, culturally appropriate, inclusive environment for all people, regardless of their ethnicity, faith, disability, sexuality, or gender identity. We believe that everyone's voice is valid and worthy of being heard and because of this, we strongly encourage people from all backgrounds to apply, especially those from minority or marginalised communities.

## about you

You are passionate about purposeful work and excel at leading a team driven by a shared mission to make a meaningful impact. As a catalyst for action, you inspire others to achieve outstanding results while fostering a positive and engaging environment. You're a strategic thinker, adept at seeing the big picture and advancing your organisation's work through thoughtful actions, innovative opportunities, and strong relationships.

As with all of our employees, you will have an active interest in tackling the stigma in young people around mental health, and you are aligned with batyr's five values: empathy, inclusivity, balance, positivity, and boldness.

## position summary

The Relationship Manager is responsible for leading the national coordination, relationship development, and growth of batyr's school-aged program delivery and partnerships across schools, sporting clubs, and other community groups.

The Relationship Manager will lead, develop, and support a nationally-distributed, high-performing team of Relationship Coordinators, each responsible for stakeholder relationship engagement and delivery within their region. The role is responsible for creating consistency, collaboration and operational excellence across regions, ensuring teams are supported to reach targets and meet funded project deliverables, while responding to the unique needs of their local communities. Working closely with the broader Impact and Partnerships teams, the Relationship Manager will align organisational strategic direction with the operational realities, resources, funding opportunities and needs of the team. During an exciting chapter of building our impact, this position plays a critical role in balancing this with maintaining stability, efficiency and program delivery quality for the team.

The Relationship Manager will report directly to the National Programs Manager. All candidates will need to hold a current Working with Children Check (or equivalent), or be willing to obtain these within one (1) month of starting the role.

## key responsibilities

- Together with the National Programs Manager and Head of Impact, develop and implement a clear strategy to build batyr's presence and impact, in alignment with batyr's national goals and objectives.
- Lead, support and develop a high-performing, values-led national team of Relationship Coordinators across Australia, fostering a collaborative, connected and accountable team culture
- Oversee the planning, execution, and reporting of funded projects in the school-aged delivery space, ensuring alignment with timelines, budgets, and impact benchmarks.
- Lead strategic relationship development with a needs-led approach, supporting and guiding the team to generate and convert new opportunities through community engagement with schools and other school-aged community groups.
- Alongside other Program Managers, oversee the coordination of program bookings, staffing and delivery logistics across all regions, ensuring a positive and consistent stakeholder experience.
- Drive operational excellence by embedding effective processes and supporting the team to deliver on OKRs and strategic goals.
- Ensure the program expenses and decisions align with the school expense policies and budget

- Work alongside the Partnerships Team to identify and secure new funding opportunities aligned with strategic targets and oversee related projects.
- Represent batyr at industry events, community gatherings, and stakeholder meetings to raise awareness, build relationships, and increase brand recognition and presence across Australia when needed
- Manage recruitment and onboarding processes for new Relationship Coordinators, with support from the People Team.
- Ensure the National Programs Manager is informed of program quality, key achievements, emerging challenges, and factors influencing delivery impact outcomes.
- Effectively utilise CRM systems to ensure accurate tracking of stakeholder engagement, program activity, pipeline progression, reporting and communication across the national team

#### essential selection criteria

- Demonstrated experience leading and developing geographically dispersed teams, with the ability to foster a high performance, psychologically safe culture.
- Strong relationship management and business development capabilities with demonstrable experience building, maintaining and growing partnerships with external stakeholders.
- Strategic thinking and operational planning skills with the ability to translate organisational priorities into actionable plans.
- Experience managing programs, projects or service delivery functions, including coordinating resources, monitoring performance, managing budgets, and ensuring delivery against agreed targets and timelines.
- Excellent stakeholder engagement and communication skills, with the ability to build credibility, influence decision-making, and represent an organisation effectively across a diverse range of audiences.
- Strong analytical and problem-solving capability, including the ability to use data, reporting and insights to inform decisions, drive continuous improvement, and support organisational growth.
- Demonstrated ability to establish and improve systems, processes and ways of working that enhance consistency, efficiency and service quality across teams or programs.
- Experience using CRM systems and other business technologies to manage stakeholder engagement, track performance, maintain data integrity, and support reporting requirements.
- A genuine commitment to batyr's values and passionate about improving mental health outcomes for young people.

#### desirable selection criteria

- Experience in youth, not for profit and/or mental health sectors.
- Experience in preventative mental health, youth sector, tertiary sector and/or not-for-profit sector
- Community engagement experience focussed on engaging young people.