

POSITION DESCRIPTION



Position Title: Relationship Manager, Pride in Diversity - Perth (3-4 days wk)
Work Level: Manager

Reports to

Senior Relationship Manager, People Manager

Direct Reports

This position does not have any employees reporting into it.

Position Overview

This position will work closely and autonomously with a Sydney and Melbourne based team to manage and build Perth and Adelaide membership of Pride in Diversity. As the only WA employee for this national program, this position requires an independent and highly motivated individual with experience in LGBTQ workplace inclusion with a proven ability to work effectively as an independent member of a remote team. There is the potential to move this role to a 5 day/week as the portfolio grows or alternatively remain 3 days with additional staff hired when required.

This role requires regular engagement with their Manager in addition to the Director and Associate Directors of ACON's Pride Inclusion Programs as well as other Relationship Managers within the Pride in Diversity team to support employers in all aspects of LGBTI workplace inclusion across a wide range of industries and sectors. This position is responsible for WA and SA membership and requires a strong work ethic, high customer service ethic, quick member turnaround times and accurate recordkeeping. A significant component of this position will be the development and maintenance of relationships within your member portfolio, the ongoing delivery of training & strategic consulting services to members in addition to regular contribution to broader divisional projects and events.

Main Activities : Relationship Manager

- To provide proactive advice, guidance and support to the assigned membership portfolio, including but not limited to membership strategy development, policy and practice reviews, enablement and training as well as AWEI tracking, marking, advice and guidance.
- Identification of recruitment of new members, promoting the Pride in Diversity Program at every opportunity, seeking assistance as required to grow membership
- To contribute to a strategic initiative (project) or key divisional piece of work with both subject matter experts and fellow colleagues; participating in governance meetings and providing progress updates and reports as required
- Develop skills in the role of trusted advisor; build a strong strategic mindset; develop a consultative engagement mode of working with members alongside the ability to engage effectively with executive at all levels

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APPROVED	Relationship Manager / Pride in Diversity	APR 2019

- Adhere to all internal operational policies and processes with efficiency; including but not limited to the maintenance of accurate and detailed member contact details and critical commentary in Salesforce, timely provision of all quotes and associated travel requests; awareness of membership expiry dates and active engagement to ensure timely renewal, on-time provision of all required reporting. Respectful, and positive team collaboration, communication and participation in divisional events, team meetings, discussions and L&D activity.
- Effective team collaboration, engagement, support and development while role modelling workplace values and respectful behaviours.

Selection Criteria:

Essential:

- Proven ability to work independently, proactively and remotely while maintaining high levels of engagement and productivity.
- Proven experience in and/or understanding of LGBTQ workplace inclusion initiatives.
- Proven experience in or solid understanding of strategy development; in particular the alignment of activity and plans to strategic D&I goals.
- Significant experience in a relationship manager role or similar, providing support to a diverse range of clients with a strong customer service focus.
- Solid understanding of HR policies and practices, particularly as they relate to inclusive diversity practice.
- Proven track record of effective training delivery within a corporate or government setting.
- Superior verbal and written communication and presentation skills with high attention to detail.
- Ability to travel nationally on a semi-regular basis to assist member organisations, often a week at a time.
- Accurate and timely recordkeeping.
- Ability to diplomatically and effectively liaise with a diverse group of people at varying levels of seniority.
- Superior organisational capability and/or ability to juggle multiple tasks and competing priorities.
- Exceptional people and service delivery skills with ability to deal with difficult situations diplomatically as required.
- Ability to work comfortably in a fast-paced, constantly changing environment where jobs may overlap and team collaboration and engagement is essential.
- Professional representation of the company and members you represent at all Pride in Diversity events, include celebratory and social.

Desirable

- Professional qualification in HR, Learning & Development, Organisational Development or Organisational Psychology highly valued.
- Experience working with Pride in Diversity or a comprehensive understanding of the program offerings.
- Current WA driver's license.