**Pride in Diversity Relationship Manager**

**Melbourne or Sydney**

* *One-year initial contract*
* *Help build LGBTQ inclusion in Australian workplaces.*
* *Join a diverse and passionate national team who work hard to drive workplace inclusion.*

**Pride in Diversity** is the national not-for-profit employer support program for LGBTQ workplace inclusion specialising in HR, organisational change and workplace diversity. Pride in Diversity publishes the Australian Workplace Equality Index (AWEI), Australia’s national benchmarking instrument for LGBTQ workplace inclusion.

**Pride in Diversity** has, since its launch in 2010, been providing advice, guidance and expertise to Australian organisations of all sizes, within all sectors, states and territories. Our mission is to support our member organisations in their pursuit of best practice LGBTQ inclusion and the attraction and retention of talent through the adoption of progressive inclusive policy, practice and behaviours.

**The Role**

Pride in Diversity is offering an exciting opportunity for a dynamic individual who has a passion for workplace LGBTQ inclusion.

You will become a trusted adviser to a range of employers, some of whom are Australia’s largest and best known, across all sectors.

**The Role’s Responsibilities:**

* 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, advice and guidance on analysis of member and sector survey data, as well as providing advice and guidance to members completing the Australian Workplace Equality Index (AWEI).
* Proactively seek new membership opportunities, promoting the Pride in Diversity Program at every opportunity, seeking assistance as required to grow membership
* To contribute to a strategic initiative or key divisional piece of work showcasing best possible strategic design, professional execution and collaboration 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
* 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.
* Role modelling workplace values and respectful behaviours including respectful, effective and positive team collaboration, communication, engagement, and support in divisional events, team meetings, discussions and L&D activity

**What you will need to apply**

* 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.
* 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 diplomatically and effectively liaise with a diverse group of people at varying levels of seniority.
* 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.

**Location**:

This position can be based in Melbourne or Sydney.

**Salary:**

A competitive salary commensurate with skills and experience will be discussed, with the option to salary package a portion of your salary (up to $30,000 gross-up value) tax-free

**Hours:**

This full-time position is 38 hours per week. The role will require working flexibly including some evenings and occasional weekends.

*For more information about the role, please contact Chis Nelson at* *cnelson@acon.org.au*

***All applications must include****:*

1. *a completed ACON application form;*
2. *a document addressing both the essential and desirable selection criteria; and*
3. *your resume*

*Please download the Job Application Guide at https://www.acon.org.au/about-acon/jobs/*

**Applications close Friday, 26th August 2022**

*ACON is an EEO employer. As part of our commitment to creating a diverse and inclusive workplace, people with HIV, and Aboriginal and Torres Strait Islander people are strongly encouraged to apply.*

[www.acon.org.au](http://www.acon.org.au/)

**Position Description**

**Position Title:** Relationship Manager, Pride in Diversity (Melbourne/Sydney)

**Work Level:** Manager

**Reports to:** Senior Relationship Manager, People Manager

**Supervises:** NA

**Position Overview**

This position will work closely with the other Melbourne or Sydney based Relationship Manager and with the Brisbane and Perth based Relationship Managers to manage and build Victorian and Tasmanian membership of Pride in Diversity. As one of the Melbourne or Sydney based Relationship Managers 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.

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 LGBTQ workplace inclusion across a wide range of industries and sectors. This position is jointly responsible for Victorian and Tasmanian 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:**

* 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, 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 or key divisional piece of work showcasing best possible strategic design, professional executive and collaboration 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
* 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.
* Role modelling workplace values and respectful behaviours including respectful, effective and positive team collaboration, communication, engagement, and support in divisional events, team meetings, discussions and L&D activity
* Actively participate in and contribute to an ongoing process of supervision, unit meetings, team meetings, general staff meetings, quality improvement and professional development strategies
* Perform other duties to assist with the work of the unit as requested by their supervisor (or designate).

**Selection Criteria**

**Essential:**

1. Proven experience in and/or understanding of LGBTQ workplace inclusion initiatives.
2. Proven experience in or solid understanding of strategy development; in particular the alignment of activity and plans to strategic D&I goals.
3. Significant experience in a Relationship Manager role or similar, providing support to a diverse range of clients with a strong customer service focus.
4. Solid understanding of HR policies and practices, particularly as they relate to inclusive diversity practice.
5. Proven track record of effective training delivery within a corporate or government setting.
6. Superior verbal and written communication and presentation skills with high attention to detail.
7. Ability to travel nationally on a semi-regular basis to assist member organisations, often a week at a time.
8. Accurate and timely recordkeeping.
9. Ability to diplomatically and effectively liaise with a diverse group of people at varying levels of seniority.
10. Demonstrated organisational skills, including managing time, setting priorities and ensuring deadlines are met.
11. Exceptional people and service delivery skills with ability to deal with difficult situations diplomatically as required.
12. Ability to work comfortably in a fast-paced, constantly changing environment where jobs may overlap and team collaboration and engagement is essential.
13. Professional representation of the company and members you represent at all Pride in Diversity events, include celebratory and social.
14. Applicants must provide evidence of double Covid 19 Vaccination, in addition to any other vaccination required to perform the role.

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**Desirable**

1. Professional qualification in HR, Learning & Development, Organisational Development or Organisational Psychology highly valued.
2. Experience working with Pride in Diversity or a comprehensive understanding of the program offerings.
3. Current driver’s licence.

**How do I apply?**

You must email us the following three documents in MS-Word or PDF format to vacancy@acon.org.au:

**1) An ACON Application Form**

You can download this at [www.acon.org.au/jobs](https://www.acon.org.au/wp-content/uploads/2018/08/ACON_Employment-Application-Form.pdf)

**2) Your Cover Letter outlining your Claim against the Selection Criteria**

Tell us how you meet each of the Selection Criteria in the Position Description in detail.

Let us know how your skills and experience relate to the requirements of the position and how you can use them to excel in this job.

To do this, please address each criterion separately. You should use statements with examples that clearly demonstrate your competency in a particular area.

Applicants who do not demonstrate that they meet the requirements of the position will not be invited to attend an interview.

**3) Your Resume**

Tell us about your previous employment and your education. Be sure to include:

1. Your **Name** and **Contact details**
2. Your **Education** including any degrees you have received, the institution and its location and the date of your graduation. You might also want to include your major/minor fields, any honours, and publications.
3. Your **Work Experience** including jobs, internships, and volunteer work.

**How does recruitment work at ACON?**

There are five main steps in the process:

**1) Application**

ACON receives your application, cover letter and resume. You will receive an email from our HR Team acknowledging that we have received your documents.

**2) Shortlisting**

A selection panel of 2-4 qualified persons will review all the applicants and offer interviews to those applicants whose applications best address the requirements of the position.

**3) Interview**

If you are shortlisted for interview you will be contacted by the chairperson of the selection panel and invited to an interview. Your interview may take the form of a question and answer session, a presentation of your previous work, a test of your computer skills, or any other form that is relevant to the position. The chairperson will let you know the format of the interview and any documents, presentations, or examples of previous work that you might need to bring with you.

**4) Offer**

Appointments to positions with ACON are based on merit. This means that the applicant who is judged to be the most capable of carrying out the duties of the position will be offered the job. The decision to make you an offer is based on your written application, your performance at interview, and successful Referee Checks, Criminal Record Checks and Working with Children Checks (if applicable).

**5) Acceptance and Commencement**

Once a salary and start date have been agreed, you will receive a commencement pack from the HR Team including your contract and other documents (e.g. the ACON Code of Conduct, Tax File Declarations, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned to the HR Team, you are ready to start work on your agreed date.

**How long does it take to hear back on my application?**

If you have applied via email, you will be sent a return email within 1-3 business days acknowledging receipt of your application. After the closing date of the vacancy, your application will then be reviewed, and we will contact to inform you of the result of the recruitment within 4-8 weeks after the application closing date.

If you are successful in gaining an interview, the chairperson of the selection panel will contact you by telephone to arrange a suitable date and time for the interview. If you are not selected for an interview, you will receive an email informing you that your application was not successful on this occasion.