

DIRECTOR VOLUNTEERING AND PARTNERSHIPS

POSITION DESCRIPTION

Position title:	Director Volunteering and Partnerships
Department:	Leadership Team
Current Position Holder	Vacant
Reporting to:	CEO
Direct Reports	Senior Manager SBP Journey Program Director, Volunteering Partnerships Associates
Key Relationships	Internal <ul style="list-style-type: none">• Leadership Team• SBP Engagement and Journey Team• Program Directors• ABV Associates• Corporate Services
	External <ul style="list-style-type: none">• Government: Local, State/National government• Sector and delivery partners• Corporate partners• Community stakeholders

PURPOSE OF THE ROLE

The Director Volunteering and Partnerships role is a member of the ABV Leadership Team, responsible for the engagement and end to end management, support and development of ABV's community of volunteers, known as Skilled Business Professionals (SBPs), who work in ABV's programs in Australia and the Pacific. SBPs are a key asset for ABV and are at the heart of ABV's model and approach. This role oversees the Program Directors responsible for corporate skilled volunteering programs, ensuring that the volunteering ABV supports with our corporate partners is aligned in value, mission and outcomes to ABV's purpose.

The Director Volunteering and Partnerships works with the CEO and Leadership Team to optimise the contribution of volunteers to ABV, make sure that their contribution is valued and celebrated throughout their journey with ABV and to create a community of volunteer SBP's to enable ABV's programs to make a positive difference in Australia and internationally. Corporate partnership management is a key focus of ensuring our corporate skilled volunteering is aligned to the community of volunteers we're building.

The position leads the Volunteering and Partnerships Team and Corporate Partnership Program Directors to create a positive, streamlined experience for SBP volunteers in every part of their journey with ABV. This includes developing and monitoring effective systems for volunteer recruitment and checking and matching with placement, providing excellent briefing and support during assignments, monitoring the placement and debriefing volunteers to share valuable insights with ABV to continually improve ABV's programs.

The Director will work closely with the Director Marketing and Communication to engage with potential volunteers and create a positive and smooth pathway for them in their volunteering journey. The Director will work closely with the GMs of Programs to ensure their volunteer resourcing needs are met and exceeded whether through corporate volunteers or ABV SBP's.

THE WAY WE WORK

ABV values collaboration and sharing of technical skills, experience and learning as imperative to the delivery of consistent, quality outcomes across all programs and partnerships.

The following principles guide the way we work together across the team.

Initiative

We take a strategic lead in working with communities, partners and other stakeholders. We use our initiative to make decisions and drive action.

Innovation

We are energetic and inquisitive. We are hungry to learn new things, engage with our community and do things differently. We explore innovative ideas and test our assumptions.

Implementation

We deliver with care and attention to detail. Our systems and our way of doing the work hits our KPIs and builds capacity and capability.

Impact

We make a difference in everything we do. We look for ways to amplify our impact. Our monitoring and evaluation systems provide transparency and accountability for communities, funders, partners and stakeholders.

KEY RESPONSIBILITIES

Strategic collaboration

- Working with the Leadership Team to create, develop and support a coherent and cohesive approach to volunteer engagement and journey through programs across all portfolios
- Maintain comprehensive, shared knowledge of all programs in order to work collaboratively and collectively and to engage a volunteer cohort that is aligned with ABV's values and programs
- Work with CEO and Leadership Team colleagues to advocate on issues of importance to ABV such as disaster recovery and community resilience, volunteering, private sector development, etc
- Develop high quality, impactful briefings and other material to support corporate partnership relationship development and business development
- Enhance ABV's voice and leadership in volunteer management and both in the CSR and development sector, locally and globally

Relationship Management

- Contribute to identifying opportunities, relationships and activities with local/state/national corporate partners and agencies to support ABV's strategic positioning and growth, particularly in volunteering
- Relationship management with key partners
- Develop relationships with key corporate partners and volunteer recruitment organisations to support ABV's work, identify new opportunities and expand volunteer engagement and recruitment

Volunteer Engagement and Management

- Lead the development and implementation of best practice systems for volunteer engagement, recruitment, management and support so that SBPs who work with ABV are aligned with our values, clear on their role and able to deliver and report effectively
- Create a community of engaged and Skilled Business Professionals who will be supporters and advocates for ABV and our partners and provide input into continuous improvement
- Ensure all volunteer engagement is in line with best practice, the ACNC's External Conduct standards and all other relevant international and community development/volunteering standards and principles
- Prepare effective, insightful reports to tell the story of ABV's volunteering approach and work with the Communications and Marketing team to disseminate these effectively

Risk Management

- In partnership with the Leadership Team, identify and respond to strategic risks and work with the CEO to develop strategy and tactics to support ABV's risk management

- Work with the SBP team to develop risk management systems and strategies to ensure that ABV is proactive in its management of risk associated with volunteers and volunteering, including a focus on safeguarding, safety and wellbeing.

Lead and develop people

- Guide and support the SBP Engagement and Journey team and Corporate Partnership Program Directors and any Associates to achieve optimal outcomes in line with ABV's values
- Create a safe and respectful environment for volunteers to participate and bring their skills and expertise to support communities, businesses and individuals
- Create an environment of continuous learning and development for all staff and volunteers
- Provide coaching and mentoring as required
- Undertake performance management processes as required with staff and volunteers to ensure effective delivery of ABV's programs

Reporting

- Ensure that all required reports are completed to a high standard and submitted on time and in line with the requirements of ABV's contracts as required
- Prepare engaging reports and presentations for ABV's funders and partners
- Identify issues and trends from data and reporting and other colleague of key emerging issues and new developments impacting ABV's work

Compliance with ABV Policy & Procedures

- Oversee and ensure compliance with and promotion of all ABV policies and procedures
- Where needed, identify any policy and procedures required to support ABV's and collaborate Programs teams and other ABV staff to develop and implement policy and procedures

SELECTION CRITERIA

Essential Requirements

- Formal qualifications in a relevant field e.g., community or international development, social work or similar
- Senior people leadership experience, with demonstrated capacity to manage and motivate mixed teams of paid and unpaid staff
- Strong strategic thinking capability and capacity to identify trends and issues that may impact on ABV
- Proven skills, knowledge and at least 5 years' experience in managing volunteering, preferably with experience in working in corporate volunteering and mentoring contexts
- Background in corporate social responsibility within Australia
- Excellent stakeholder relationship building and management skills with experience across a range of sectors and contexts, including government relations
- Excellent, demonstrated, interpersonal, persuasive, and oral and written communication skills with the ability to achieve buy-in from all stakeholders and achieve agreed outcomes
- Able to work effectively at all levels in an organisation as a team player, working collaboratively and supporting others to achieve
- Demonstrated cross cultural communication skills
- Comfortable working online and competent in use of online collaboration and project management tools
- Able to work remotely from manager, independently with a high degree of autonomy
- Able to work flexible hours and meet out of hours from time to time to meet the needs of the business and delivery of programs in Australia and the Pacific
- Able to travel both domestically and internationally to meet role requirements

Desirable requirements

- A personal commitment to volunteering