

REACH

MANAGER

NSW PROGRAMS

POSITION:

Manager, NSW Programs *full time*

RESPONSIBLE TO:

National Manager, Programs

CONTACT DURATION:

Permanent

Being young is not without its struggles. Today's world is pretty complex and young people can experience a bunch of challenges that adults might not be able to relate to. One of the biggest hurdles is just having the confidence and support to be who they want to be.

There are currently over 4 million young people living in Australia, and Reach works with over 40,000 of them a year. We have over 250 of them working for us; designing and delivering workshops in schools and the community. Our workshops are 100% youth-led, from design through to delivery, and the community we create out of these workshops is one that allows for deeper connection, a sense of belonging, and the dispelling of judgements. A preventative, instead of having to focus on symptoms in adult life.

OUR MISSION

Supporting young people to discover their power.

OUR VALUES

STAY YOUNG:

Being young is awesome and we need to hold onto that; our innocence, our risk taking and our love of life.

GIVE A SHIT:

Always give a shit by caring about yourself and others. Stay curious, challenge yourself and always look for what's under the surface.

BE YOUR WORD:

If you say you're going to do it, then do it.

SPEAK YOUR TRUTH:

If you have something to say then say it, even if it might be the unpopular opinion. Just be yourself, don't conform.

PRACTICE THE MAGIC:

Create moments of pure connection that give you goose bumps.

INSIDE AND OUT:

Live our work. Champion our values inside and outside the walls of Reach.

HOW TO APPLY

Our application process has 2 parts. You must provide BOTH if you want your application to be considered.

PART 1: SCREENING

Answer the following questions in a separate Word document with your name included:

1. Describe a time when you've gone on a Hero's Journey in your own life.
2. What are the critical aspects of effectively engaging someone and promoting something over the phone?
3. Why Reach?
4. Why are you looking for roles at this point in your career?
5. What are your salary expectations and notice period (if applicable)?
6. Do you consent to Reach holding your personal information on file?

PART 2: CV AND KEY SELECTION CRITERIA

Provide your CV and a cover letter explicitly addressing all Key Selection Criteria in this PD (Qualifications/Experience; Skills; Values/Attributes/Attitude).

Email all documents to recruiting@reach.org.au, using the subject line: "NSW PROGRAMS MANAGER application – YOUR NAME".

Questions can be directed to Mercedes Reed, National Programs Manager, mercedes.reed@reach.org.au, 03 9412 0930.

PURPOSE OF POSITION

The Program Manager is responsible for the engagement and relationship management of primary and secondary schools. Their primary role is to promote and sell Reach's school workshops and other Reach programs targeted to schools.

This includes:

- Working alongside the Head of Programs and National School Programs Manager to develop a NSW school strategy
- Engaging school stakeholders (teachers, wellbeing coordinators, year coordinators, & principals) to discuss and sell Reach's workshop portfolio
- Working with the Reach marketing & services team to best promote workshops to schools
- Having a sound understanding of the needs of NSW schools
- Booking, scheduling, and managing all logistics regarding NSW school workshops.

This position is responsible for recruiting and managing two other Reach programs in NSW that focus on schools: Heroes Day (a full day directed at building year 9's self-awareness) & Diverge (a 2-day workshop for year 9 & 10 students focused on young people's future goals).

This position will work closely with the Reach Programs team including the Manager, Workforce Planning, who support Reach's facilitators. In addition, the Programs team works closely with the NSW Learning and Development and Wellbeing teams to form the engine that drives the Reach philosophy, engaging our stakeholders and delivering sustainable, exceptional programs to young people.

POSITION

ACCOUNTABILITIES

Relationship management, program promotion and customer service

- Marketing, sales & promotion of all Reach school workshops including Primary School, Secondary School Workshops, Heroes Days & Diverge.
- Work alongside the National School Programs Manager & Reach Marketing team to create EDMs, school communications and packets to promote school workshops
- Develop and maintain strong relationships with school partners, collaborating to understand their needs and identify appropriate school workshops.
- Provide exceptional customer service and maintain effective relationships with all program stakeholders (teachers, wellbeing coordinators, year coordinators, principals, parents, & young people)
- Hold responsibility for the administration and booking of all school programs including Primary School Workshops, Secondary School Workshops, Heroes Days and Diverge.
- Meet KPIs for primary & secondary school workshops, Heroes Day & Diverge in NSW.
- Program manage NSW Heroes Day & Diverge including recruitment, event logistics, teacher management & supporting facilitator team
- Observe school workshops to develop and maintain a sound understanding of the Reach workshop portfolio to ensure the selection of work to be delivered is appropriate to the diverse needs of the school.
- Work with the National School Program Manager and Evaluation & Impact Manager to ensure workshops delivered align with the program logic framework and that evaluation measures are consistently implemented and communicated with stakeholders
- Work alongside Reach crew members in the development of school workshop content to meet the current needs of NSW schools & teachers.

Collaboration and teaming to ensure high quality team performance

- Work closely with Workforce planner, Wellbeing, Facilitators and other roles to ensure that the school workshop process is covered from end to end.
- Collaborate closely with the Workforce Planner in school workshop crew allocations in order to schedule the best team for each school workshop
- Collaborate with National School Program Manager to ensure consistency in approach to school workshop promotion and workshop booking requirements and activity.
- Actively lead and participate in the development, implementation and ongoing review of strategic initiatives including, school engagement and communication strategies, school workshop packages, workshop participation and financial goals.

Contributing to departmental requirements

- Gather and maintain accurate and up to date records to ensure correct reporting about workshop impacts, performance and demographic data.
- Contribute to the development of budgets for the School Programs portfolio, and ensure appropriate management of program expenditure consistent with Reach's policies and operational requirements.
- Ensure that responsibilities are delivered on time and with attention to detail, in line with the requirements and expectations established by the line manager.
- Share responsibility for risk management policies and procedures to ensure the safety of young people, Reach facilitators, staff and others.

Organisational commitment and contribution

- Maintain an up to date understanding of, and commitment to, Reach's philosophies, programs and messages at all times and be willing and able to advocate for Reach as opportunities arise.
- Actively comply with Reach's policies including Young Persons Wellbeing Policy and all OHS&E policies and programs, which include staff members accepting responsibility for taking reasonable care of their own health and safety and of the health and safety of others.
- Contribute to a positive organisational culture and be a constructive and collaborative member of the team and the broader Reach organization.
- Other responsibilities as required

KEY SELECTION CRITERIA

QUALIFICATION / EXPERIENCE

- **Essential:** Relevant tertiary qualification (Program Management, Sales & Promotion, Relationship Management, Community Development, Business or Administration), or equivalent professional experience.
- **Desirable:** Experience and demonstrated skills in school sales and stakeholder management
- **Desirable:** Experience in a targets & KPI driven role
- Experience working with selling a product or experience to schools. Knowledge of school systems and budgets.

SKILLS

- Relationship building, stakeholder management and interpersonal skills, with a strong customer service orientation.
- Demonstrated experience in promotion, sales and booking procedures.
- Exceptional administration and organisational skills with a high level of attention to detail.
- Strong organisational and time management skills, initiative and the ability to successfully manage competing interests to meet deadlines and achieve outcomes.
- Demonstrated experience in developing and maintaining meaningful professional relationships with all levels of stakeholders including teachers, funders, young people, parents and more.
- Good computer literacy and prior experience using a range of software with sound ability to work with database systems, Microsoft Office and Excel spreadsheets.
- Demonstrated experience working collaboratively within a multi-disciplinary team.
- High level interpersonal communication skills, both verbal and written.

VALUES / ATRIBUTES / ATTITUDE

- Commitment to the shared values and philosophies of Reach, including being open and willing to engage authentically in Reach's work
- Strategic thinker, who is also able to manage administrative tasks
- Positive, constructive, "can-do" attitude
- Resilient and optimistic
- Possessing a "growth mindset" and an openness to change
- Strong team orientation, with ability to be a great team contributor
- Self-motivated, enthusiastic and assertive to enable the achievement of outcomes

ADDITIONAL INFORMATION AND REQUIREMENTS

- Reach is a child safe organisation and is committed to fostering a diverse and inclusive community of staff, crew and volunteers - a place where we can be ourselves and succeed on merit. As well as a comprehensive range of policies to protect the safety of young people, we offer a range of family friendly, flexible and inclusive employment policies to ensure that all people we work with are respected and valued, whatever their background.
- This position is based primarily at The Reach Dream Factory in Collingwood. Limited travel may be required to various locations in Sydney and Victoria in line with COVID travel restrictions.
- Any offer of employment at The Reach Foundation is subject to a satisfactory Working with Children Check, identifying Reach as your employer, prior to starting employment at Reach and satisfactory National Police Records Check.
- Applicants must have the right to live and work in Australia.
- The incumbent must hold a current Driver's License for an Australian state and have access to a private vehicle for work use. Travel expenses will be reimbursed in accordance with Reach's Travel and Expenditure Policy.
- Some after-hours work may be required for this role. Time in Lieu arrangements are in place, to compensate for the working environment and subsequent working hours that may be expected outside of standard business hours.
- Salary packaging arrangements are available to all Reach permanent and fixed term contract employees.

WHY WORK AT REACH?

We are an inspirational and dynamic youth not-for-profit organisation that maintains a strong youth voice throughout our organisation.

Reach has a vibrant and collaborative culture where people are energetic and passionate about making a difference in the lives of young people to help them reach their full potential.

At Reach, we encourage our people to develop skills and to grow within the organisation. Also, our people have access to a range of competitive staff benefits and the opportunity to work in a creative and fun workplace with like-minded people working both independently and as part of a team.

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Overall, we are constantly striving to encourage our own people and all young people, no matter what their circumstances, to achieve their dreams.

MAKING A DIFFERENCE – THE REACH BRAND:

- We value people being real and honest with each other.
- We encourage people to think about and do things differently.
- Reach is a strong and well-known brand in the NFP sector with the support of large corporate partners.
- We are a progressive employer which embraces diversity and equality.
- Reach is built on a positive youth development model, promoting well-being by creating safe and supportive spaces where young people can share their stories and experiences, improve their self-awareness and build deeper, more meaningful connections.

FUN WORKPLACE:

- Our workplaces are creative and vibrant.
- Reach has a “young energy”.
- Staff, volunteers and visitors find Reach to be a warm and friendly environment.
- Our workplace vibe is fun with a lot of laughter, music and fun activities in the office.
- There are fun opportunities with other employees at camps and internal training sessions.
- Our open plan offices enable good contact and easy access to other employees.

GROWTH ORIENTED AND INSPIRING:

- We encourage people to follow their dreams, no matter what their circumstances.
- Reach encourages individuals to develop skills, careers and growth within the organisation.
- There are growth opportunities for crew and volunteers with suitable skills and experience to progress to staff roles.

OPEN COMMUNICATION AND SUPPORT:

- Our environment is very collaborative.
- Supportive peers and managers frequently celebrate small wins and group success.
- Managers are supportive of employee’s personal and professional goals.
- Managers are responsive to employee’s ideas and issues.
- Good communication systems enable employees to know what is happening at all levels of the organisation.

PEOPLE AND CULTURE:

- Employees are encouraged to be authentic and to be open with others.
- Our people are young at heart with lots of energy, enthusiasm and drive.
- Reach people are like-minded in terms of their interest in helping people to realise their full potential.
- We have a collaborative and supportive culture with ongoing celebrations and activities.
- There are opportunities to be creative at Reach, and creative things happen around you all of the time.
- Reach feels very much like working within a family business with family and friends.
- Reach's culture is vibrant and collaborative, and is built around the Reach values: Stay Young, Give a Shit, Be Your Word, Speak Your Truth, Practice the Magic, and Inside and Out.

EMPLOYEE BENEFITS

- Salary packaging increases the take home cash for staff via general expenses, meal and travel and hire, lease and entertainment packaging options.
- Our Employee Assistance Program offers free, confidential counselling for staff and their family members.
- We support good work-life balance for our people.
- We have a number of flexible work arrangements: for example, self-funded leave (up to extra 4 weeks per year; compressed work week; part-time roles).
- Paid study leave is available to our staff.
- We have a staff learning program for work-related development.
- Our staff can attend Reach programs.
- Our managers are supportive surrounding return-to-work following maternity leave.
- Reach offices (VIC and NSW) are easily accessible via transport links and close to shops and cafes.