



POSITION DESCRIPTION

POSITION TITLE	Business Development and Partnerships Manager
PROGRAM	Corporate
REPORTS TO	CEO
LOCATION	This position is based in Brunswick. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
DAYS & HOURS	Full Time (76 hours per fortnight) Tuesday – Friday between hours 8am – 6pm by agreement.
CLASSIFICATION	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level 7 Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,450 of our salary tax free.
OVER AWARD CONDITIONS	Personal Carers leave – 12 days in first year of service and 14 days per year thereafter

ORGANISATIONAL INFORMATION

Hope Street Youth and Family Services Limited ("Hope Street") based in the Northern and Western regions of Melbourne, is one of the longest established specialist youth homelessness services in Victoria delivering a broad range of support services to young people who are experiencing or at risk of homelessness.

With 40 years' experience in delivering responsive services to young people in local communities, Hope Street provides both strategically targeted and holistic programs for young people aged 16 – 25 years old, including young families. These programs incorporate the following:

- Short term supported crisis accommodation
- Assertive outreach support
- Youth reconciliation involving counselling and support for young people and families
- Advocacy, resource and referral services
- Supported transitional housing

Hope Street is a not-for-profit organisation whose vision is a society in which all young people and young families have a safe place to call home. Our purpose is to influence change to end youth homelessness and empower young people and young families to reach their full potential. Our values are Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.

Hope Street has a zero tolerance to all forms of violence, including child abuse, and is committed to creating safe communities which focus on the best interests of children and young people. The organisation promotes the safety and empowerment of all children and young people acknowledging both their individual diversity and cultural heritage.

Visit our website www.hopest.org for more information.

POSITION INFORMATION

The position of Business Development and Partnerships Manager is a member of the Executive Leadership Team comprising a total of four executives who report to the Chief Executive Officer. Successful applicants will work in close collaboration with the CEO who will provide oversight of the activities of the Business Development and Partnerships Manager.

Unique to the purpose, needs and size of Hope Street, the position is dynamic and requires a hands-on management approach. The Business Development and Partnerships Manager will be utilising their



knowledge and skills to complete the full range of position responsibilities, from strategic priorities to day-to-day tasks and activities.

The Business Development and Partnerships Manager will build upon existing partnerships to ensure they grow and to foster optimum engagement and longevity. The Business Development and Partnerships Manager will also build and identify opportunities to create new partnerships, and business leads that further the strategic priorities of the organisation. Leads and opportunities will be explored through local communities, governments, trusts and foundations, corporate partners/donors, research and joint initiatives. The most recent example of a completed major project made possible through the partnerships of key stakeholders is the Hope Street First Response Youth Service centre in South Morang – more information is available on Hope Street's website: <https://www.hopest.org/programs/projects/79-current/361-hope-street-first-response-whittlesea-project#about-the-service>

The Business Development and Partnerships Manager is also responsible for developing, delivering and reviewing Hope Street's communications plan, including collateral, with a focus on donor and partner-targeted communications. The communications functions are supported with a part time Communications Lead position reporting to and being supported by the Business Development and Partnerships Manager.

KEY DELIVERABLES

1. Trusts and Foundations

The Business Development and Partnerships Manager will establish, nurture and coordinate business relationships/partnerships with philanthropic trusts and foundations to meet Hope Street Strategic priorities and objectives. The Manager will collaborate with Trusts and Foundations' administrators to gain understanding of the interests of trustees and actively seek opportunities to further Hope Street's strategic goal of growth. In collaboration with the CEO and Operations Manager, the Business Development and Partnerships Manager will identify new models of service as well as ways existing models can be enhanced.

Key Performance Indicators:

- a. Formally, meet with 4 key philanthropists each year.
- b. Prepare material for meeting i.e. summary of proposed projects, PowerPoint presentation
- c. Write and submit applications for 2 major projects of value of \$51k - \$500k with a minimum success rate of 50% per financial year. Aim to raise a net result which covers the cost of the program.
- d. Write and submit applications for 2 standard projects of value under \$50k per with a minimum success rate of 50% per financial year. Aim to raise a net result which covers the cost of the program.
- e. Conduct annual Hope Street Friends Breakfast with the aim of establishing two new partners.
- f. Maintain regular communication via email, Hope Street Partner's Newsletter, phone calls.
- g. In collaboration with the Operations Manager and Finance Manager, accurately complete and submit progress reports and acquittals by the deadline and as approved by the CEO, for each grant.

2. Government Grants

In collaboration with the CEO, the Business Development and Partnerships Manager will foster and co-ordinate business relationships with key government stakeholders positioning Hope Street as the leading youth homelessness response agency and with the aim to secure major grants for the establishment of new programs.

Key Performance Indicators:

- a. Map key government stakeholders, annually.
- b. Develop, implement and review annual plan for stakeholder engagement.
- c. Research and write a minimum of 2 submissions for major projects above the value of \$400k for new programs – capital and/or operational, per annum.
- d. Establish, resource and provide administrative support, of the governance and management structures to oversight major submissions.



3. Partnership and Stakeholder Relationships

In collaboration with the CEO and Operations Manager, the Business Development and Partnerships Manager will build and develop partnerships with external organisations and key stakeholders to seek appropriate partnerships in metropolitan growth corridors and peri-urban areas with the aim of achieving additional programs as a part of Hope Street's strategic growth and positioning.

Key Performance Indicators:

- a. Utilising research and evidence, identify key geographical areas of need and local stakeholders and establish Hope Street partnerships, for the development of new capital and operational programs led by Hope Street – 2 projects per annum.
- b. Develop a formal plan and a risk management plan to achieve the new projects and complete the required actions.

4. Project Management

In collaboration with the CEO, the Business and Partnerships Manager will manage the execution of capital projects. As required and in collaboration with the Operations Manager, the Business and Partnerships Manager will support the implementation of operational projects.

Key Performance Indicators:

- a. Establish, resource and provide administrative support, of the governance and management structures to oversight capital projects.
- b. Oversight and/or implement with due diligence, all areas of the project from the confirmation of the capital grant and the commencement to completion, including compliance, risk management, communication, reporting and decision making, for the success of the project and the success of Hope Street's reputation.
- c. Write and submit reports and acquittals by the required deadline as required by the funder.
- d. Provide the Finance Manager with all information for robust financial oversight and reporting of the project.

5. Strategic placement of the organisation

The Business Development and Partnerships Manager will strategically promote and position the organisation internally and within the wider community, enhancing and harnessing opportunities for growth. The role will monitor and influence the environment external to Hope Street, through active participation and representation to senior officers of government departments, relevant community groups, professional bodies and forums.

Key Performance Indicators:

- a. Map key stakeholder relationships and review annually.
- b. Annually identify, plan and implement opportunities to engage stakeholders and collaborate on the achievement of key projects.

6. Communication and Marketing:

In collaboration with the CEO, the Business Development and Partnerships Manager will develop and manage Hope Street's communications and marketing goals and objectives. The Business Development and Partnerships Manager will foster the success of the Communications Lead who will hold responsibility for development of marketing and promotional materials, development of 6 e-newsletters per annum; regular weekly posts on Hope Street social media – facebook and LinkedIn.

Key Performance Indicators:

- a. Develop an organisational Communication/Marketing plan and oversight its successful completion and review.
- b. Co-ordinate the completion of the Hope Street Annual Report.
- c. Lead the selection process of a candidate for the Communications Lead position.
- d. Provide fortnightly supervision to the Communications Lead.
- e. Develop an annual workplan with the Communications Lead setting clear key performance indicators.
- f. Provide management and support to the Communications Lead for their development and success in the position.



- g. Develop a minimum of 12 responses per annum, to key external political, social or economic issues relevant to Hope Street as a part of community awareness raising and positioning of Hope Street as a leader in youth homelessness.
- h. Write speeches for the CEO for key events.

7. Business Development and Partnerships Committee

Key Performance Indicators:

- a. Provide a written report for each meeting on the progress and achievement of key strategic priorities within the remit of Business Development and Partnerships.
- b. Advise the Committee of opportunities, risks and high-level planning.
- c. Proactively support the success of the Committee in accordance with its Terms of Reference.

8. Corporate Committee

The Business and Partnerships Manager will foster an environment and relationship which harnesses the expertise and strengths of the Corporate Committee members in contributing to the success of Hope Street's strategic priorities. The manager will develop the Corporate Committee annual plan, provide progress reports and administrative support at each Corporate Committee meeting.

Key Performance Indicators:

- a. Minimum of 6 Corporate Committee meetings conducted per annum.
- b. Provide administrative support including developing agendas, taking of minutes, drafting of documents, scheduling meetings.
- c. Corporate Committee annual plan developed and approved.
- d. Implementing the Corporate Committee Plan including guiding and supporting members to complete allocated areas of the plan.

9. Professional Development

The Business Development and Partnerships Manager will pro-actively facilitate a positive team culture, promoting positive messaging, encouraging ideas for improvement and opportunity for team member feedback. The manager will participate in professional development and receive formal supervision by the CEO.

Key Performance Indicators:

- a. Participate in fortnightly Business Development and Partnerships Management meetings with the CEO.
- b. Complete all compliance training.
- c. Complete non-compliance professional development activities minimum of 3 per annum.
- d. Develop and implement Annual Work Plan and report on progress to CEO.
- e. Participate in Annual Performance Appraisal.
- f. Present at a conference biennially.
- g. Contribute constructively as a team member for the benefit of the whole organisation and the promotion of Hope Street in the wider community.

10. Administration and Reporting

The Business and Partnerships Manager will be responsible for providing secretariat support to any meetings within the Business Development and Partnerships areas and preparing the Annual Business Development and Partnerships Report. They will also contribute to the general administration of the Executive Leadership Team, including professional contributions to internal committees and meetings requested by the CEO.

OTHER RELEVANT INFORMATION

- Adhere to Hope Streets values of Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.



- Adhere to the Child Safe Standards and Hope Street Code of Conduct.
- Comply with organizational policies and procedures as updated from time to time.
- Maintain a safe environment at all times.
- Undertake a police check prior to commencement and every three years thereafter and inform Hope Street immediately of any convictions.
- Maintain an up to date Working with Children Check.
- Contribute to a positive organizational culture.
- Actively work individually and collectively to achieve a service and work environment where equality of opportunity, access and inclusion are fostered.
- Undertake other duties as requested by the CEO.

KEY SELECTION CRITERIA

Essential

1. University Degree level qualification in Business Development, Community Development, or equivalent.
2. Highly developed leadership, management, and communication (written, verbal, behavioural) skills.
3. Highly developed conceptual, strategic, analytical and problem-solving skills.
4. Experience working in the not-for-profit or public sector organisations.
5. Demonstrated capacity to negotiate and work constructively with Director, Assistant Director and senior management levels of government departments and funding bodies and other stakeholders; and to represent the organisation at a variety of external forums.
6. Demonstrated understanding of, and commitment to, the values and standards that underpin the organisation and the capacity to take a leadership role in promoting these throughout the organisation within a culture of continuous learning.
7. Demonstrated capacity to balance the requirement for consultation and collaboration with timely decision-making and appropriate leadership.
8. Excellent time management skills and the ability to manage multiple, complex demands and meet timelines.

Desirable

9. Experience in communications and marketing.
10. Experience in supporting capital project management.
11. Advanced Microsoft Office applications; Outlook, Word, Excel, PowerPoint.

CONTACT

Please contact Hope Street CEO Donna Bennett if you would like to ask any questions about the content of this position description.

Email: donna.bennett@hopest.org

Phone: 0412 674 694

Employee Name _____

Manager Name _____

Employee Signature _____

Manager Signature _____

Date _____

Date _____