

POSITION DESCRIPTION – MANAGER

Position Title	Head of Strategy and Performance	Department	Corporate Services
Location	Flexible	Direct/Indirect Reports	10+
Reports to	Director of Corporate Services	Date Revised	September 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 9	Job Evaluation No:	

■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ Position Summary

Australian Red Cross is part of the world's largest humanitarian organisation. As an organisation independent of government and with no political, religious or cultural affiliation, our vision is human dignity, peace, safety and well-being for all. Our purpose is supporting and empowering people and communities in times of vulnerability, preventing and alleviating suffering across Australian and internationally through mobilising the power of humanity.

The Head of Strategy and Performance is responsible for leading Red Cross in the pursuit of sector excellence in:

- outcome and impact measurement,
- program quality and evaluation; and
- the use of data to drive performance and decision-making
- research and insights.
- Strategic planning, integrated business planning and budgeting

The role is responsible for influencing and driving the organisation, up to and including executive and board level. The role works collaboratively across the organisation to provide advice and guidance to Executive, State and Territory Directors, National Managers and department leadership teams.

Drive an externally focused outcome and impact measurement framework and supporting methods that are able to clearly demonstrate the impact of Red Cross work in communities. This includes supporting the organisation in expert program design and evaluation.

Lead the Data and Analytics function that supports the organisation in internal and external data capture and analysis to generate business insights and monitor and improve operational performance. The role has a key responsibility in driving the organisational culture and the delivery of transparency in reporting.

■ Position Responsibilities

Key Responsibilities

- Lead and manage the Strategy and Performance function and budget, including the ongoing improvement of the organisations approach to outcome and impact measurement, program quality, effectiveness and evaluation
- Lead strategic specialist role/s to develop and support the implementation of effective strategic organisation plans and frameworks with specialist focus in culture, capability and innovation
- Initiate, lead and deliver a sector-wide and strategically aligned research and insights agenda that contributes to Red Cross' achievement of its strategy and contributes to its broader advocacy goals
- Lead, manage and communicate best practice across the organisation in outcome and impact design and measurement to build capability at all levels of the organisation
- Drive the development of metrics, tools and dashboards that communicate in simple and creative ways the impact of Red Cross work
- Build the capacity of the Executive, Leadership Team and their respective teams to deeply understand outcome and impact measurement, and program quality, design and evaluation as well as to be able to make strategic decisions on how to achieve the organisations strategic aspirations
- Build connections and develop opportunities between the People and Culture team to contribute to people design and impact.
- Lead strategic projects for the organisation as required
- Initiate and lead collaborations across Red Cross and where applicable with the IFRC to produce relevant, high quality, value-for-money research and insights, including publishable and translatable research
- Initiate, lead and establish research partnerships and relationships with external stakeholders to build an evidence base that serves the strategic purposes of the organisation including universities and relevant policy bodies
- Drive best practice in research through the development of systems and processes based on professional research standards and provision of expert advice
- Lead the development and implementation of a research and policy promotional program – to ensure internal and external audiences are aware of Red Cross research and its outcomes

■ Position Selection Criteria

Technical Competencies

- Extensive leadership experience and subject matter expertise in evidence based outcome, impact measurement and strategic planning.
- Demonstrated leadership and successful delivery of sector-wide or national research and/or social policy agendas
- Demonstrated experience in leading data analytics capability to drive improved organisational decision making
- Demonstrated competency in program quality methodologies and systems, monitoring and evaluation, reporting, compliance and risk management

- Demonstrated ability to lead and influence change at an organisational level and/or across a sector through the creation and application of robust evidence
- Extensive demonstrated leadership capability in the coordination of a multi-sectoral team of subject matter experts to achieve and demonstrate high quality outcomes.
- Demonstrated ability to build and foster relationships with external stakeholders such as peak bodies, local Government and partner organisations.
- Extensive experience in leading in an ambiguous and complex environment.
- Exceptional interpersonal skills with experience in negotiation, resolving conflict and inspiring change at all levels within the organisation and the external sector.

Qualifications/Licenses

- Relevant tertiary qualifications, skills and experience in related fields .

Behavioural Capabilities

- **Personal effectiveness | Achieving results |** Demonstrated ability to lead individuals and teams to achieve the results committed to. A proven track record in developing and maintaining a high **performance culture to support the organisation's work with clients and communities.**
- **Team effectiveness | Collaborating |** Proven track record as an approachable and collaborative leader. Demonstrated understanding of the needs of internal and external stakeholders and works to build effective relationships with all.
- **Team effectiveness | Managing change |** Demonstrated capability to lead, support and manage change. Proven ability to use appropriate change management practices to ensure a clear link to organisational goals and values.
- **Organisational effectiveness | Innovating and improving |** Demonstrated capability to lead and model work habits and behaviours that ensure individuals and teams can contribute to new ideas and ways of working constructively.
- **Organisational effectiveness | Focussing on clients |** Proven track record in developing strategies focussed on delivering quality outcomes for clients. Takes into account external events and trends impacting the organisation and identifies opportunities to influence the external environment.

General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system

- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters