

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence since 1859.</p> <p>The MA Strategy charts MA's Strategic direction. MA services are funded by federal, and state governments, donors and supporters and corporate partners. Services are delivered in partnership with a range of corporate and community organisations to make a real difference to the well-being of Australians in need.</p> <p>MA seeks to continually improve the way it delivers services to individuals and communities through a well-connected, flexible and responsive service delivery model.</p> <ul style="list-style-type: none"> • We recognise and value our people (staff and volunteers), their expertise and their contribution. • We serve on the basis of need, without discrimination, recognising and respecting diversity in individuals and communities • We believe that Aboriginal and Torres Strait Islander people of this country should be restored to a place of equity, dignity and respect • We recognise the effects of climate change impact acutely on the most vulnerable people in our society <p>Mission Australia brings together a range of services for people around Australia who are economically and socially vulnerable in the community (children, young people, families, Aboriginal and Torres Strait Islanders, the unemployed, offenders, people with disabilities, the ageing and the homeless).</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title:	Strategy and Planning Manager
Division:	Office of the CEO
Reports to:	GM, Office of the CEO
Position Purpose:	This role is responsible for the strategic planning and business planning process across the organisation. It provides fact-based insight to assist the development and delivery of key business strategies and specific projects. It serves as a strategic thought partner to drive execution of strategic initiatives.

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Annual strategy review and Business Planning
Delivers a robust and consultative annual strategy review process with senior leaders which ultimately gains Board approval. Ensures the business planning process is aligned both with the strategy review and with the annual budget process to deliver fully costed, strategically focused business plans.	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Manage the annual strategy review and business planning process aligned with budget process. • Facilitate where required business planning process workshops. • Work with CEO to develop annual national business plan. • Support business leads to report on, develop and assess business plans in light of strategy. • Conduct scenario planning to anticipate emerging issues. • Review business planning process and recommend changes as required. • 	<ul style="list-style-type: none"> • Develop content and help deliver a successful Board annual strategy offsite day, working with key Executives (CEO and CFO) to shape content for the day. • Facilitated workshops and presentations are effective in reaching consensus. • High quality reports, presentations and business plans are produced. • Identifies opportunities and drive changes to improve implementation and evaluation of strategic and business planning processes. • Balancing the focus on formal planning processes and provision of ongoing planning support to the Executive Team with emerging issues. •
Key Result Area 2	Project working groups aligned to strategy
The various Strategic Project Working Groups have clear models and tools which are consistently applied to assess risks and opportunities. The development of business cases is supported so that high-quality business cases are developed which facilitate good decision-making.	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Utilise existing and if required new models for critical thinking to support various Strategic Project Working Groups. • Educate Strategic Project Working Groups on the use of various models and tools to assess opportunities and risks, and development business cases. • Provide advice to enabling functions to support planning and execution of strategic initiatives. • 	<ul style="list-style-type: none"> • The Executive Team and senior leaders feel supported in delivering key strategic initiatives. • Strategic Project Working Groups are able to develop high quality business cases. • Conduct analytical problem solving on key strategic issues. •
Key Result Area 3	Monitoring and Reporting on MA Strategy and Business Plan progress
CEO and ExCom are provided with timely, accurate updates on organisational progress against Strategy and business plan. Areas for improvement are identified and risks to the delivery of Strategy or business plan are clearly identified with suggested mitigations.	
Key tasks	Position holder is successful when

<ul style="list-style-type: none"> • Supports formal decision making bodies and Strategic Project Sponsors, and Steering Committees to report on progress updates to Executive and the Board against strategic initiatives. • Work with strategic initiative owners and project sponsors to monitor and report against strategic KPIs. • Work with the Project Management Office to identify project dependencies. • Support GM, OCEO to deliver Monthly Strategy meeting with Executive 	<ul style="list-style-type: none"> • Deliver agreed qualitative and quantitative updates to the Board, using agreed metrics to the satisfaction of the CEO and Chair of the Board. • Deliver timely and accurate updates on strategy to senior leadership team and to specific areas of the business as required. • Detailed analysis and tracking of strategic and operational objectives, presenting to quarterly ExCom. • Providing rigour and reporting on Strategy and Business Planning measurements.
Key Result Area 4	Relationship Management
Successfully builds key relationship in order to advise and shape negotiations at a Board and Executive level.	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Lead and build relationship with key internal stakeholders including Community Service and Housing senior leaders, working groups, formal decision making bodies, and strategic project leads. • Work effectively with the Mission Australia Project Management office, and internal communication 	<ul style="list-style-type: none"> • Strong relationships are developed to enable review, development and execution of business plans annually. • Feedback is taken on-board to improve the business planning process each year. • The business plans are well understand and able to be communicated by senior line leaders.

Work Health and Safety

People leaders must:

- Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients and visitors
- Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health and safety
- To acquire and keep up to date knowledge of work health and safety matters
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;

- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Relevant tertiary level qualifications
- Strategy, planning and project leadership experience, with a track record of delivery
- Proven experience in complex analytical problem solving (eg hypothesis-based problem solving)
- Innovative thinking, excellent managerial capability and advisory skills
- Previous experience in developing work plans and managing delivery of projects
- High level skills in writing and preparation of board papers and reports
- Ability to explain complex topics and facilitate workshops and presentations to senior stakeholders
- Previous experiences working with cross-functional stakeholder groups
- Experience facilitating workshops with internal and external stakeholders.

Competencies

- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships.
- Demonstrates courage in leadership to confront issues and risks, and escalates as appropriate in accordance with procedure.
- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely selecting the appropriate medium.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.
- Ability to deal with ambiguity and complexity.
- Demonstrated strong leadership skills with effective change management capabilities.

Key challenges of the role

- Influencing without authority.

- Maintaining the status of MA Strategy and Business Plans throughout the business cycle.
- Ensuring that Strategy and Business Plans are well – communicated, from the Board to the front line.
- Ensuring that Strategy and Business Planning capability is transferred into the wider business

Compliance checks required

Working with Children ☐

National Police Check ☐

Vulnerable People Check ☐

Drivers Licence ☐

Other (prescribe) ☐

Approval

James Toomey
CEO

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