

COORDINATOR – STRATEGY, ADVOCACY AND PARTNERSHIPS

Strategy, Advocacy and Partnerships

The *Strategy, Advocacy and Partnerships (SAP)* Business Unit's purpose is to drive and support Arts Centre Melbourne's organisational transformation, strategic priority delivery and revenue generation as we adapt to a dynamic internal and external environment resulting from the impact of COVID-19.

These functions will be underpinned by a coordinated and streamlined approach to advocacy to position and leverage value, investment and in-kind support from existing and new partnerships (government, business, strategic alliances, tertiary). We are a small externally focused Business Unit comprised of nine interdependent roles to enable rapid response and agile decision making arising from external opportunities.

The *Strategy, Advocacy and Partnerships* team members will be responsible for facilitating cross functional collaboration and enablement to:

- Lead the planning, tracking and reporting of the organisational Strategy;
- Assist in the assessment of organisational strategic priorities;
- Identify and evaluate external opportunities;
- Classify; connect and secure "best fit" partners and relationships to support priorities and delivery;
- Develop advocacy strategies to support sector leaderships, strategic priorities and funding /investment targets;
- Develop case for support underpinned by impact evaluation and data analytics

The Role

This is an exciting role that provides operational and administrative support across the Strategy, Advocacy and Partnerships Team. Its primary focus will be supporting and coordinating partnership development and relationship management activities.

This role is the 'glue' of the Business Unit overseeing unified systems and process management, team administration, and relationship management. The position will work collaboratively with the Partner, Special Projects to ensure coordinated stakeholder management, tracking and reporting to enable a productive and agile work environment.

This role works closely with the internal and external stakeholders to provide high levels of customer service and comprehensive support on a range of operational and administrative projects, strategic partnerships, stakeholder engagement activities, and corporate hospitality and communications initiatives.

Full	Part time ongoing
Reports to	Manager, Strategic Business Partnerships
Direct Reports	None
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 3.2
Key Relationships	<p><i>Internal:</i> Strategy, Advocacy and Partnerships; Philanthropy; Marketing & Communications; Customer Experience; Customer Innovation; Events; Collections; Finance; IT Services; Facilities</p> <p><i>External:</i> Business Partners, government partners, strategic alliances, sponsors, key stakeholders</p>
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation) and work from home directions
Other	<p>State Government Agencies (SGA) Employee under the ACM Enterprise Agreement 2022</p> <p>Satisfactory completion of a National Police Check required</p> <p>You will hold valid working rights in Australia (subject to verification)</p>
Last Reviewed	September 2020

KEY CRITERIA

Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

Your qualifications and experience

- A relevant tertiary qualification and/or experience in project and stakeholder management.
- Experience with or in government and knowledge of Tessitura would be well regarded

Your skills and attributes

- **Administration** – Demonstrated organisational skills and experience in an office environment. Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.
- **Customer service** - Customer service oriented and ability to effectively engage with internal and external clients to understand and meet requirements.
- **Interpersonal and Communication** - Excellent interpersonal skills, including persuasive abilities, effective listening, diplomacy and tact, team-playing with demonstrated success in dealing with corporates.
- **Project management** – Practical knowledge of project management processes, workflows and proven ability to manage project deliverables and effectively manage multiple projects and responsibilities at the same time
- **Relationship management** – Solutions focused, confident and proven experience in customer relationship management (CRM) practices
- **Team Player** – Demonstrated collaborative approach to work within a small and ambitious team.
- **Industry Knowledge** – Understanding of the Not-for-Profit sector, social impact and arts and cultural sector is desirable

In the role you will

Accountabilities:

Team Administration and support - Provide assistance and support in the SAP team by:

- Implementing unified filing systems, processes and reporting tools under the direction of the Manager, Partnerships
- Providing process and operations improvement support;
- Managing Tessitura stakeholder database management;
- Provide finance and administration support including EBMS requirements for purchase orders, invoices, ticketing and CRM (Tessitura) admin.
- Managing cross team stakeholder events in collaboration with the Special Projects Partner, Strategy and Advocacy
- Collaborate with other ACM business units to identify best practice systems and processes for improved integration and project management
- Provide assistance as required to Team Managers and Executive.

Partnerships Team Administration assistance and support in the delivery of the Partnerships function.

- Monitor, triage and respond to all enquiries to partnerships inbox within 24 hours.
- Support issue resolution.
- Maintain CRM systems.
- Support in meeting preparation, including preparation of documentation and reports.

Operations support - Manage the day to day operations of the SAP Team.

- Provide support for team requirements, including development of templates, presentations, briefing notes and collateral, as required.
- Custodian of, and maintenance of, the Partnerships Operations Dashboard, including the liaison with finance to regularly update financials and data; maintenance of stewardship activity and data; maintenance of the development pipeline; oversight of the Team Quarterly Plan.
- Provide finance and administration support including EBMS requirements for purchase orders, invoices, ticketing and CRM (Tessitura) admin.
- Provide support for the development of the Partnerships Team communications and collateral, including website design and optimisation, signage requirements; brochures and advertising.

Acquisition Solutions and Support - Provide project management support to the development of acquisition solutions and assets.

- Conduct desktop research, briefings and reports for business development.
- Maintain and manage the acquisition pipeline for partnerships and sponsorship development.
- Provide support to develop communications, collateral and digital assets required.

Stewardship Solutions and Support - Provide project management support to the development of the stewardship solutions and assets.

- Maintain team Calendar of Events and distribution lists through Tessitura.
- Build and manage the "Branding and Recognition Assets Register".
- Provide support for all stewardship solutions required for the effective delivery of our existing partnerships, including hospitality, events, ticketing and activation requirements.

Decision making:

- Be under supervision of the Manager, Partnerships
- Receive guidance and support from the Director of Strategy and Planning Management and Manager Partnerships in decision making to achieve position accountabilities.
- Discretion and judgement required in order to apply organisational policies, systems, processes,
- Be required to balance competing enquiries and immediate demands of internal and external stakeholders.

Systems:

- Tessitura database
- USI Ungerboeck
- Microsoft Teams, One Note, Excel, Word, Powerpoint

Working environment/physical requirements:

- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment.
- Be required to attend Strategy, Advocacy and Partnerships events outside standard business hours from time to time.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2022.

You demonstrate our values

- **Equity** – fairness and justice.
- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.