

# POSITION DESCRIPTION



**Position Title:** Relationship Manager, Pride in Diversity (Sydney)

**Work Level:** Manager

**Reports To:** Senior Relationship Manager, Pride in Diversity, People Manager

**Direct Reports:** This position does not have any employees reporting into it

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## Position Overview

This position will work closely with the Director and Associate Director of ACON's Pride Inclusion Programs and other Relationship Managers within the Pride in Diversity team to support employers in all aspects of LGBTI workplace inclusion across a wide range of industries and sectors. This position is responsible for a national portfolio of members and requires a high customer service ethic, quick member turnaround times and accurate recordkeeping. A significant component of this position will be the development and maintenance of relationships within your member portfolio, the ongoing delivery of training & consulting services alongside regular contribution to broader divisional projects and events.

## Main Activities

- ✓ To provide proactive advice, guidance and support to the assigned membership portfolio, including but not limited to membership strategy development, policy and practice reviews, enablement and training, as well as AWEI tracking, advice and guidance.
- ✓ Identification of recruitment of new members, promoting the Pride in Diversity Program at every opportunity, seeking assistance as required to grow membership.
- ✓ To contribute significantly to a strategic initiative or key divisional piece of work showcasing best possible strategic design, professional executive and collaboration with both subject matter experts and fellow colleagues; participating in governance meetings and providing progress updates and reports as required.
- ✓ Excel in the role of trusted advisor with a strong strategic mindset; consultative approach to engagement, and an ability to work effectively with executive at all levels within your portfolio and beyond.
- ✓ Adhere to all internal operational policies and processes with efficiency; including but not limited to the maintenance of accurate and detailed member contact details and critical commentary in Salesforce, timely provision of all quotes and associated travel requests; awareness of membership expiry dates and active engagement to ensure timely renewal, on-time provision of all required reporting.
- ✓ Role modelling workplace values and respectful behaviours including respectful, effective and positive team collaboration, communication, engagement, and support in divisional events, team meetings, discussions and L&D activity.

## Selection Criteria

### Essential:

1. Proven experience in and/or understanding of LGBTQ workplace inclusion initiatives.
2. Proven experience in or solid understanding of strategy development; in particular, the alignment of activity and plans to strategic D&I goals.
3. Significant experience in a Relationship Manager role or similar, providing support to a diverse range of clients with a strong customer service focus.
4. Solid understanding of HR policies and practices, particularly as they relate to inclusive diversity practice.
5. Proven track record of effective training delivery within a corporate or government setting.
6. Superior verbal and written communication and presentation skills with high attention to detail.
7. Ability to travel nationally on a semi-regular basis to assist member organisations, often a week at a time.
8. Accurate and timely recordkeeping.
9. Ability to diplomatically and effectively liaise with a diverse group of people at varying levels of seniority.
10. Superior organisational capability and/or ability to juggle multiple tasks and competing priorities.
11. Exceptional people and service delivery skills, with the ability to deal with difficult situations diplomatically – as required.
12. Ability to work comfortably in a fast-paced, constantly changing environment where jobs may overlap, and team collaboration and engagement is essential.
13. Professional representation of the company and members you represent at all Pride in Diversity events, including celebratory and social.
14. Actively participate in, and contribute to building a positive team culture, information exchange and effective team.
15. Champion the development and sustained implementation of diversity and inclusion initiatives within the workplace, actively promoting a culture that respects, celebrates and cultivates differences among staff and volunteers.
16. Perform other duties to assist with the work of the unit as requested by your supervisor (or designate).

### Desirable:

1. Professional qualification in HR, Learning & Development, Organisational Development or Organisational Psychology highly valued.
2. Experience working with Pride in Diversity or a comprehensive understanding of the program offerings.
3. Current driver's license.
4. Evidence of up-to-date recommended vaccinations against illness that may adversely impact ACON's communities.