**Pride in Diversity Relationship Manager**

* Help build LGBTQ inclusion in Australian workplaces.
* Join a diverse and passionate national team who work hard to drive workplace inclusion.

**What’s Pride in Diversity you say?**

**Pride in Diversity** is the national not-for-profit employer support program for LGBTQ+ workplace inclusion specialising in HR, organisational change and workplace diversity. Pride in Diversity publishes the Australian Workplace Equality Index (AWEI), Australia’s national benchmarking instrument for LGBTQ+ workplace inclusion.

**Pride in Diversity** has, since its launch in 2010, been providing advice, guidance and expertise to Australian organisations of all sizes, within all sectors, states and territories. Our mission is to support our member organisations in their pursuit of best practice LGBTQ+ inclusion and the attraction and retention of talent through the adoption of progressive inclusive policy, practice and behaviours.

**Ok, so what’s the role?**

**The Role**

Pride in Diversity is offering an exciting opportunity for a dynamic individual who has a passion for workplace LGBTQ inclusion.

You will become trusted adviser to a range of employers, some of whom are Australia’s largest and best known, across all sectors.

* 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, advice and guidance on analysis of member and sector survey data, as well as providing advice and guidance to members completing the Australian Workplace Equality Index (AWEI).
* Proactively seek new membership opportunities, promoting the Pride in Diversity Program at every opportunity, seeking assistance as required to grow membership
* To contribute to a strategic initiative or key divisional piece of work showcasing best possible strategic design, professional execution and collaboration with both subject matter experts and fellow colleagues; participating in governance meetings and providing progress updates and reports as required
* Develop skills in the role of trusted advisor; build a strong strategic mindset; develop a consultative engagement mode of working with members alongside the ability to engage effectively with executive at all levels

**Who are we looking for?:**

* + Proven experience in and/or understanding of LGBTQ workplace inclusion initiatives.
  + Proven experience in or solid understanding of strategy development; in particular the alignment of activity and plans to strategic D&I goals.
  + Significant experience in a Relationship Manager role or similar, providing support to a diverse range of clients with a strong customer service focus.
  + Proven track record of effective training delivery within a corporate or government setting.
  + Ability to diplomatically and effectively liaise with a diverse group of people at varying levels of seniority.
  + Ability to work comfortably in a fast-paced, constantly changing environment where jobs may overlap and team collaboration and engagement is essential.

**What else can we tell you?**

ACON provides a colourful, nurturing, and fun workplace. Our employees and volunteers are the foundation for our ongoing effectiveness and for our capacity to deliver innovative community engagement and health promotion programs and initiatives for our communities.

To support the successful candidate in their new role at ACON we offer:

* Flexible working arrangements.
* Generous learning and development opportunities.
* Supportive working environment with a knowledgeable and friendly team.

**Salary**: Commensurate with skills, qualifications, and experience.

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**Location**: Canberra

**Hours:** The full-time position is 38 hours per week.

The role will require working flexibly including some evenings and occasional weekends.

We offer flexible working arrangements and a generous array of entitlements often above the National Employment Standards (NES) including:

* Salary Packaging up to $35,000 gross up value (i.e., currently up to $15,900 Expenses + $2,650 Meals, tax free).
* Generous pro-rata leave entitlements – including up to an extra week of paid leave for full time employees to be taken during our Christmas and New Year’s shutdown period.
* Employee Assistance Program (EAP) – access to a comprehensive counselling service free to employees.

**How can I find out more details and apply?:**

If this sounds like you, we invite you to apply to join our team and help us make a meaningful impact on the lives of those we serve. By joining us, you will be part of a mission to create a healthier and more inclusive community.

We’d love someone who has experience already in this area but people at all levels of experience are absolutely welcome to apply. We highly encourage Aboriginal and Torres Strait Islander people, people from CALD backgrounds, people with disabilities, and people of all genders to apply.

For more information on the role, please contact Chris Nelson, Associate Director, via email at [cnelson@acon.org.au](mailto:cnelson@acon.org.au).

If this sounds like the position and organisation you’ve been looking for, find out how to apply at www.acon.org.au/jobs.

All applications must include:

1. Your completed *ACON Employment Application Form* – with all the details filled in where requested;
2. Your *Cover Letter* outlining how you meet the *Selection Criteria*; and
3. Your *Resume*.

**Applications close: Sunday 12 January 2025**

We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people and LGBTQ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, and LGBTQ people of colour.

[www.acon.org.au](http://www.acon.org.au)

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| APPROVED: Chris Nelson | Associate Director, Pride in Diversity | Nov 2024 |

**POSITION DESCRIPTION**

**Position Title:** Relationship Manager, Pride in Diversity, Canberra

**Work Level:** Manager

**Reports To:** Senior Relationship Manager

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

**Position Overview**

This position will work closely with other Australia based Relationship to manage and build membership of Pride in Diversity. As a Melbourne based Relationship Manager for this national program, this position requires an independent and highly motivated individual with experience in LGBTQ workplace inclusion with a proven ability to work effectively as an independent member of a geographically dispersed team.

This role requires regular engagement with the Manager in addition to the Director and Associate Directors of ACON’s Pride Inclusion Programs as well as other Relationship Managers within the Pride in Diversity team to support employers in all aspects of LGBTQ workplace inclusion across a wide range of industries and sectors. This position requires a strong work ethic, 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 the member portfolio, the ongoing delivery of training & strategic consulting services to members in addition to 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, analysis of member and sector survey data, as well as providing advice and guidance to members completing the Australian Workplace Equality Index (AWEI).
* Identification of recruitment of new members, promoting the Pride in Diversity Program at every opportunity, seeking assistance as required to grow membership
* To contribute 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
* Develop skills in the role of trusted advisor; build a strong strategic mindset; develop a consultative engagement mode of working with members alongside the ability to engage effectively with executive at all levels
* 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. Demonstrated organisational skills, including managing time, setting priorities and ensuring deadlines are met.
11. Exceptional people and service delivery skills with 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, include celebratory and social.

**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 licence.

**How do I apply?**

You must email us the following three documents in MS-Word or PDF format to [vacancy@acon.org.au](mailto:vacancy@acon.org.au):

* + 1. **Your completed ACON application form – with all the details filled in**

You can download this at <https://www.acon.org.au/about-acon/jobs/>

* + 1. **Your Cover Letter outlining how you meet the Selection Criteria**

Tell us how you meet each of the Selection Criteria in the Position Description in detail.

Tell us how your skills and experience relate to the requirements of the role and how you’d use them to excel in this job.

To do this, please address each criterion separately. You should use statements with examples that clearly demonstrate your competency in a particular area.

Applicants who do not demonstrate that they meet the requirements of the position will not be invited to attend an interview.

* + 1. **Your Resume**

Tell us about your current and previous employment and your education. Be sure to include:

1. Your **Name**, **Contact Details** and preferred **Pronouns**.
2. Your **Education** including any degrees you have received, the institution and its location and the date of your graduation. You might also want to include your major/minor fields, any honours, and publications.
3. Your **Work Experience** including jobs, internships, and volunteer work.

**How does recruitment work at ACON?**

There are five main steps in the process:

**1) Application**

ACON receives your application, cover letter and resume. You will receive an email acknowledging receipt of your documents.

**2) Shortlisting**

A selection panel of 2-4 qualified persons will review all the applications and offer interviews to those applicants whose applications best address the requirements of the position.

**3) Interview**

If you are shortlisted for interview, you will be contacted by the Recruiting Manager and invited to an interview. Your interview may take the form of a question-and-answer session, a presentation of your previous work, a test of your computer skills, or any other form that is relevant to the position. The Recruiting Manager will let you know the format of the interview and any documents, presentations, or examples of previous work that you might need to bring with you.

**4) Offer**

Appointments to positions with ACON are based on merit. This means that the applicant who is judged to be the most qualified and capable of carrying out the duties of the position will be offered the role. The decision to make you an offer is based on your written application, your performance at interview, and successful Referee Checks and Criminal Record Checks.

**5) Acceptance and Commencement**

Once a salary and start date have been agreed, you will receive a commencement pack from the People and Culture Team including your contract and other documents (E.g., the ACON Code of Conduct, Tax File Declaration, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned to the People and Culture team, you are ready to start work on your agreed date.

**How long does it take to hear back on my application?**

If you have applied via email, you will be sent a return email within 1-3 business days acknowledging receipt of your application, and informing you of the date by which all successful applicants will be notified they have progressed to the next stage of the recruitment process. If you have not been contacted by this date, then unfortunately your application has not been successful.

If you are successful in gaining an interview, the Recruiting Manager will contact you to arrange a suitable date and time for interview. If you are not selected for an interview, you will not receive any further notifications regarding your application for this role. We appreciate the time you took to respond to our advertisement, and for your interest in ACON, and encourage you to apply for future roles that are advertised that fit your skills, experience, and qualifications.