

A GUIDE FOR JOB APPLICANTS

ACON is Australia's largest health organisation specialising in community health, inclusion, and HIV responses for people of diverse sexualities and genders.



Relationship Manager, Pride in Diversity (Melbourne)

This is a great opportunity for an independent and highly motivated individual with significant experience in LGBTQ workplace inclusion to thrive.

ACON was established in 1985 as the AIDS Council of NSW and is now Australia's largest HIV prevention, HIV support and LGBTQ health organisation. An important part of ACON's mission is to help make the places where our community members live, work, study and play more inclusive of LGBTQ people, improving the mental health and wellbeing of our community through the reduction of stigma, discrimination and social exclusion.

ACON's Pride Inclusion Programs offer a range of services to assist employers, sporting organisations and service providers with all aspects of LGBTQ inclusion.

This role is a part of our Pride in Diversity team.

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.

With over 315 member organisations, representing about three million employees, we have the breadth of experience to advise on leading practice, workforce issues and solutions and also to assist organisations to govern and measure their workplace inclusion strategies.

Our new Relationship Manager, based in Melbourne, will have a strong track record in relationship management in a business environment. They will be very customer centric, have good analytical skills, be able to speak in public with confidence, undertake facilitation of our education package and be able to illustrate concepts with their own story telling.

Ideally, the successful candidate will have a good knowledge of HR practices and policies, have been a part of their previous organisation's LGBTQ employee network, understand video conferencing applications (Zoom, WebEx, MS Teams etc.) and be willing to continuously update their own knowledge in the LGBTQ space.

This is a fantastic role and we are keen to welcome another people person who will enjoy speaking, consulting and networking with our diverse range of members.

For more information about the role please contact, Chris Nelson, Pride Inclusion Programs at cnelson@acon.org.au or (02) 9206 2137 or 0429 007 180.

Applications close 5pm, Sunday 11 April.

ACON is an EEO employer and encourages people with HIV, and Aboriginal and Torres Strait Islander people in particular, to apply.

www.acon.org.au

Working at ACON

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 leading practice services to our communities.

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

- Salary Packaging up to \$30,000 gross up value (i.e. currently up to \$15,899 tax free)
- Generous leave entitlements include:
 - An extra week of paid leave to be taken during our Christmas and New Year's shutdown period;
 - 12 days of paid personal leave per year (10 days under NES);
 - 14 weeks paid parental leave in addition to the government arrangement;
 - Paid Additional Health Care Leave for ongoing and once-off issues affecting health (including Family and Domestic Violence Leave),
 - Education Leave of up to 70 hours per annum.
- Employee Assistance Program (EAP) - access to a comprehensive counselling service free to employees

How do I apply?

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

1) An ACON Application Form

You can download this at www.acon.org.au/jobs

2) Your Cover Letter outlining your Claim against the Selection Criteria

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

Let us know how your skills and experience relate to the requirements of the position and how you can use them to excel in this job.

To do this, please address each criterion separately in point form. 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.

3) Your Resume

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

1. Your **Name** and **Contact details**

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 from our HR Team acknowledging that we have received your documents.

2) Shortlisting

A selection panel of 2-4 qualified persons will review all the applicants 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 chairperson of the selection panel 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 chairperson 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 capable of carrying out the duties of the position will be offered the job. The decision to make you an offer is based on your written application, your performance at interview, and successful Referee Checks, Criminal Record Checks and Working with Children Checks (if applicable).

5) Acceptance and Commencement

Once a salary and start date have been agreed, you will receive a commencement pack from the HR Team including your contract and other documents (e.g. the ACON Code of Conduct, Tax File Declarations, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned to the HR 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. After the closing date of the vacancy, your application will then be reviewed, and we will contact to inform you of the result of the recruitment within 4-8 weeks after the application closing date.

If you are successful in gaining an interview, the chairperson of the selection panel will contact you by telephone to arrange a suitable date and time for the interview. Otherwise, we will contact you by email to advise you that your application has been unsuccessful on this occasion. If you are not selected for an interview, this is when you will receive an email from our HR Team informing you that your application was not successful on this occasion.

Position Description

Position Title: Relationship Manager, Pride in Diversity (Melbourne)

Work Level: Manager

Reports to

Senior Relationship Manager, People Manager

Direct Reports

This position does not have any employees reporting into it.

Position Overview

This position will work closely with the other Melbourne based Relationship Manager and with the Sydney, Brisbane and Perth based Relationship Managers to manage and build Victorian and Tasmanian membership of Pride in Diversity. As one of the Melbourne based Relationship Managers 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 remote team.

This role requires regular engagement with their 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 is jointly responsible for Victorian and Tasmanian membership and 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 your 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 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 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.