

# POSITION DESCRIPTION



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**Position Title:** Relationship Manager, Pride in Sport  
**Work Level:** Manager

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**Division:** ACON Pride Inclusion Programs  
**Location:** Melbourne (negotiable)

## Reports to

National Program Manager, Pride in Sport

## Direct Reports

This position does not have any employees reporting into it.

## About Pride in Sport

Pride in Sport is an ACON Pride Inclusion Program, specifically designed to assist sporting organisations of all levels with the inclusion of employees, athletes, coaches, volunteers and spectators with diverse sexualities and genders.

Pride in Sport sits within ACON's Pride Inclusion Programs alongside Pride in Diversity and Pride in Health + Wellbeing.

ACON is Australia's largest LGBTQ health organisation, focusing on inclusion, diversity, health and wellbeing, HIV prevention and support services. We are a fiercely proud community organisation. For our entire history, the work of ACON has been designed by and for our communities.

## Position Overview

This position seeks a highly engaged and proactive professional who will work closely and autonomously with the National Program Manager – Pride in Sport, Director of ACON's Pride Inclusion Programs, and other members of the Pride Inclusion Programs team to further enhance and deliver the Pride in Sport program to sporting organisations across Australia.

This position requires an independent and highly motivated individual with experience in LGBTQ diversity and/or inclusion, with a proven ability to work effectively as an independent member of a remote team. There is the potential to move this role to a 5 day/week as the portfolio grows or alternatively remain 3 days with additional staff hired when required.

HUMAN RESOURCES USE ONLY		
APPROVED		
– National Program Manager, Pride in Sport	Relationship Manager, Pride in Sport	19 MAY 2021
– Manager HR		

This role requires regular engagement with their Manager in addition to the Director of ACON's Pride Inclusion Programs. This position is responsible for a diverse Pride in Sport membership portfolio 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 and strategic consulting services to members in addition to regular contribution to broader divisional projects and events. It is also anticipated that the incumbent will seek opportunity to bring new members into the program.

### **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 Pride in Sport Index (PSI) tracking, marking, advice, and guidance.
- Identification of recruitment of new members, promoting the Pride in Sport program at every opportunity to grow membership
- Development of skills as a trusted advisor; building a strong strategic mindset; consultative engagement mode of working with members alongside the ability to engage effectively with executive at all levels.
- Adherence 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 relationship management 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.
- Effective team collaboration, engagement, support, and development while role modelling workplace values and respectful behaviours.
- Development of a thorough understanding of the research surrounding LGBTQ inclusion (or the lack of) within sport, its impact, and the need for visible inclusion initiatives.

### **Selection Criteria**

#### **Essential:**

1. An understanding of National and State sporting organisations, professional clubs, university sport and current areas of diversity focus within sport.
2. Superior verbal and written communication and presentation skills with high attention to detail.
3. Proven ability to work independently, proactively, and remotely while maintaining high levels of engagement and productivity.
4. Experience in the delivery of training and/or public speaking.
5. Ability to travel nationally on a semi-regular basis to assist member organisations or to attend relevant sporting events, often a week at a time.
6. Ability to work in a fast paced environment, with a diverse range of people and personalities at all levels of seniority alongside an ability to juggle high levels of engagement, team collaboration, and sustained periods of administration.
7. Strong working knowledge of Microsoft Word, Excel, and PowerPoint.

**Desirable:**

1. Experience in and/or understanding of LGBTQ sporting or workplace inclusion initiatives and/or strategies.
2. Familiarity with the unique challenges faced by Trans & Gender Diverse people within sport.
3. Experience in a relationship manager role or similar, providing support to a diverse range of clients with a strong customer service focus.
4. Experience in the strategic development or delivery of LGBTQ inclusion initiatives.
5. Solid understanding of HR policies and practices, particularly as they relate to inclusive diversity practice.
6. Experience participating in sport at an elite level or within sports administration.
7. Exceptional people and service delivery skills with ability to deal with difficult situations diplomatically as required.
8. Professional qualification and/or experience in Sports Management, Human Resources, Learning & Development, Organisational Development, Innovation, Change Management, or Social Inclusion are highly valued.
9. Experience working with Pride in Sport or a comprehensive understanding of the program offerings.

*For more information about the Pride in Sport program, please visit*

[www.prideinsport.com.au](http://www.prideinsport.com.au)