



Nourishing Our Country

## OZHARVEST | JOB DESCRIPTION

<b>Your Position title:</b>	Engagement Manager
<b>Location:</b>	Queensland
<b>You'll report to:</b>	State Manager
<b>Classification</b>	Full-time Closed Period (maternity leave cover until September 2023)
<b>Headcount or hours/wk:</b>	38 hours per week
<b>Date:</b>	December 2022

### Your key relationships

The Engagement Manager is part of the collaborative OzHarvest team, which includes Engagement Coordinator, State Manager, Head of Impact, Fundraising Lead, Partnerships Lead, Media & Communications Lead, Volunteer Coordinator, Management Team (Including CEO, CFO, Head of Business Services, Head of Operations, Head of People & Culture) and OzHarvest Family Members. You will be an integral part of the Queensland State team and work with external stakeholders, which includes government stakeholders, corporate partners and supporters, philanthropic supporters, service providers, food donors and food recipients.

### What we're about

Our purpose is to Nourish our Country, through food rescue, education, community engagement, advocacy and innovation. As an organisation we are connected by four key values:

**Connected by a Cause:** We are a magnet for magnificent people, connected by a common purpose. This mission of ours is contagious. It will take all of us, every day, every way. Our cause comes to life with every single one of us.

**Nourish & Grow:** We're creating a culture of giving. When we grow ourselves, we grow each other and nourish others. When we nourish others, we ourselves grow. Not just in times of vulnerability, but as we thrive.

**Boldly Courageous:** We speak and act boldly for the change that needs to happen. We embrace every challenge with optimism, dignity and respect.

**With Gratitude:** We are grateful. Always. To each other. To the people we serve. To the people who give so generously. For the work we do, and the work to be done.

### About the role

The Engagement Manager's role is to acquire, establish and nurture connections with new and existing corporate, foundation and philanthropic stakeholders in Queensland and act as a key point of contact. The role also entails driving the Queensland engagement and fundraising strategy forward, in line with revenue and profit targets, as well as overseeing all aspects of the Engagement Coordinator's day to



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day work. Key outputs include identifying, pursuing, converting and implementing sustainable funding and engagement relationships to support OzHarvest Queensland's food rescue, education and engagement operations.

## Your Key Responsibilities

*Be a positive and effective team member and bring the OzHarvest values to life :*

- Demonstrate each value in every one of your actions and decisions
- Contribute to the successes of your team by supporting your team mates to be the best they can be
- Communicate honestly and openly at all times

*Leading people and teams :*

- *Recruitment and induction of new employees*
- *Continuous conversations for the development and growth and management of the team*
- *Problem solve, provide solutions, advise and support the team*
- *Communicate openly and motivate the teams*
- *Help your team be the best they can be at OzHarvest and beyond*

*Engagement and Fundraising:*

- Develop and implement the corporate engagement and philanthropic foundations strategy for Queensland in conjunction with the Queensland State Manager and National Impact Team
- Meet state based annual revenue targets
- Meet, greet, welcome and build deeper relationships with corporate and philanthropic stakeholders when they engage with OzHarvest activations
- Generate new business using existing and potential corporate and philanthropic networks, cold calling and prospecting as directed by the National Impact Team and personal leads
- Ensure Cooking For A Cause program and other corporate engagement activities are meeting revenue and profit targets through effective coordination of existing participants, and business development of new participants
- Keep abreast of the Engagement market to identify opportunities and demand
- Work closely with the fundraising, marketing and volunteer team to identify and create opportunities that will ensure effective, deep and multi-level engagement with supporters, including participation in events, corporate volunteering, regular giving and pro bono support activities
- Ensuring accuracy of data use and entry into CRM (Salesforce)
- Produce appropriate communications materials to support the function of the Engagement Programs across Queensland
- Produce an annual engagement plan for supporters to remain engaged with OzHarvest
- Successfully manage the sales process; qualify customer needs and budget, presenting appropriate solutions, negotiating and closing new business
- Ensure that individual aspects of engagement are effectively managed and integrated to deliver extraordinary engagement experiences for our supporters and partners by coordinating with the



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internal OzHarvest team including Chefs, Warehouse staff, and Volunteers and communicating the client's needs to the team

*Communications and Marketing:*

- Produce appropriate communications materials to support engagement programs across Queensland
- Develop proactive communication strategies to help raise awareness and support for OzHarvest in Queensland
- Provide local PR support for national campaigns
- Be the point of contact for PR for Queensland campaigns
- Engage in speaking and media events in conjunction with Queensland State Manager
- Manage OzHarvest QLD social media accounts including Facebook and Instagram

*Events:*

- Plan, execute and implement minor to major events (from small market stalls and trade events to larger public events)
- Liaise with suppliers to coordinate event services and bookings (e.g. food and beverage catering, signage, AV, printing, security)
- Develop concise event documents using OzHarvest templates including run sheets, production schedules, briefs, speech notes, event manuals
- Complete general admin tasks related to events in CRM (Salesforce)
- Liaise with HQ to coordinate marketing and collateral stock orders
- Assist with event and campaign budget reconciliation
- Hands on bump in and bump out of events

At OzHarvest we are a small family and there are fabulous opportunities for each of us to work together to contribute to deliver on our purpose to Nourish our Country. These could include a range of reasonable additional duties from time to time as required.

## **Personal Specifications**

### **Qualifications**

- Bachelor's Degree or higher in Business, Marketing, Communications or equivalent workplace experience
- A valid Working With Children Check (WWCC) – or the ability to obtain this
- A valid Police Check – or the ability to obtain this
- Current Covid 19 Vaccination Certificate (definitely)
- Valid Drivers Licence and good driving history

### **Skills, Knowledge & Experience**

- 5+ years of sales and account management experience
- Strong focus on funding diversification



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- Experience in Fundraising (Corporate & Private) including grants, donations, bequests, Trusts, Foundations, and 6-figure funding negotiations
- Knowledge of CRM software and MS Office (Salesforce and MS Excel in particular)
- Proven ability to prospect opportunities, generating leads and building on existing pipelines
- Hands on experience in delivering client-focused solutions based on customer needs
- Results-orientated team player
- Demonstrated project management and problem resolution skills

#### **Personal Abilities and Aptitudes**

- Energetic, positive and proactive;
- Action orientated with a drive for achieving revenue targets and growth
- High energy and enthusiasm that can be felt through the phone
- You love and are energised by people, and are genuinely passionate about understanding their needs and making a difference
- A natural relationship builder and leader with integrity, reliability, maturity, initiative and passion
- Excellent communication, presentation and influencing credibility and effective at all levels of the organization, including executive level
- Exceptional ability to persuade people to make purchasing decision
- Ability to sense good business deals and seal them.
- Must be able to negotiate and problem solve.
- Strong communications skills and the ability to build relationships with both internal and external stakeholders
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- You're always looking to improve processes to achieve efficiencies

#### **Employee Acknowledgement**

I acknowledge that I have read and understand the above Job Description and agree to carry out all duties as described to the performance standards required, adhering to the policies listed below.

**Employees Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_