

ROLE STATEMENT



Role Title:	National Relationship Manager
Company:	ChildSafe Limited
Location:	Melbourne or Brisbane (Negotiable)
Reports to:	General Manager, ChildSafe

ChildSafe

ChildSafe is a harm prevention charity and a subsidiary company of Scripture Union Australia (SUA). ChildSafe is a Christian based NFP dedicated to the well-being of children and youth in an organisation's care. ChildSafe has developed the Safe People, Safe Programs, Safe Places Safety Management program with a framework and tools designed to promote harm prevention, safety and care to thousands of children and youth across Australian communities.

The work of ChildSafe is supported by sale of subscriptions and services, and donations made to the ChildSafe Foundation.

ChildSafe are at the forefront of positive change that supports community organisations improve their practice in this area. ChildSafe is at an exciting stage of its development having set the platform for growth with well-developed services and a secure financial base.

All ChildSafe staff and volunteers are empowered and equipped to champion a child safe culture and are committed to the highest standards of safety and care in our work with children, young people and families.

Purpose of Role

The focus will be on acquiring new business for ChildSafe through selling ChildSafe's services and marketing the need for community organisations and local government to implement sound practices, designed to prevent child abuse and harm, enabling the community to see these organisations as safe places for children and other vulnerable people. Current legislative reforms across Australia support this initiative.

Success in meeting KPI's will enable your ongoing fulfilment, and your continuation of this exciting role, consistent with your engagement in this mission.

The position will require travel and occasionally working flexible hours with time-in-lieu. This National Relationship Manager role will range from meeting face to face or virtually with potential clients and building relationships and engaging with people and potential customers. This role would also have a focus on writing tenders to local government for related child safe services.

The incumbent will provide leadership in nurturing our commitment to the safety of children and young people.



Key Relationships	
Primary Internal Stakeholders	<ul style="list-style-type: none"> • General Manager • Other ChildSafe Staff
External Stakeholders	<ul style="list-style-type: none"> • Local Government, Schools, churches, sporting clubs, community groups, child care centres and other influencers in the child safety space.

Key Accountabilities	
Accountability areas	Responsibilities
1. Sales	<ul style="list-style-type: none"> • Be responsible for securing sales to new customers. • Achieving set KPI's • Implement the ChildSafe Sales Strategy • Develop a Sales Handbook • Creating and maintaining a pipeline of sales prospects • Be responsible for all enquires coming from the CS info email address.
2. Promote	<ul style="list-style-type: none"> • Enthusiastically promote the need for harm prevention and ChildSafe resources to Local government, Sporting clubs, churches, and other community organisations working with children in the community. • Passionately promote the CS Tools and Services to organisations and how they can support their organisations child safety needs
3. Reporting	<ul style="list-style-type: none"> • Provide regular communication and reports to the General Manager, with a firm focus on stated objectives and KPI's. • Regular updating of customer prospects in Salesforce
4. Networking and relationships	<ul style="list-style-type: none"> • Intentionally build relationships with decision makers of the organisation • Attend carefully selected conferences and community events where opportunities for sales exist • Leveraging existing networks
5. Team Contribution	<ul style="list-style-type: none"> • Attend and contribute to weekly staff meetings and devotions • Participate in wider organisation-based activities and learning opportunities • Contribute your ideas to the betterment of ChildSafe and its role in the community to prevent harm and abuse of children
6. Health and Safety	<ul style="list-style-type: none"> • Demonstrate behaviour in line with a child safe culture • Comply with WHS requirements • Protect own health and safety • Protect safety of others. Report hazards, risks and all incidents.
7. Risk and Compliance	<ul style="list-style-type: none"> • Be part of a team free from harassment, bullying and discrimination in support of relevant federal and state legislation and CS policies.



Qualifications and experience
<ul style="list-style-type: none"> • Minimum 3 years proven experience in sales with an ability to plan and generate sales • Develop new business opportunities and can build an effective sales pipeline • Be a proven self-starter with the ability to work independently as part of a National team • Be an excellent communicator and networker • Be confident in the use of IT and CRM Tools to maintain effective sales accountability

Competencies	
Competency areas	Definitions
Technical / Professional	<ul style="list-style-type: none"> • Proven sales experience in selling tools and services to support organisations and/or businesses • Awareness of Child Safety industry environment would be highly regarded. • Sales CRM Experience is desirable
Child safety awareness and leadership	<ul style="list-style-type: none"> • Role modelling behaviour for team members and others in the organisation that demonstrates the value of children and young people. Demonstrating and inspiring a commitment to child safety, child wellbeing and cultural safety.
Highly relational	<ul style="list-style-type: none"> • A high level of emotional intelligence, empathy and compassion.
Communication (verbal and written)	<ul style="list-style-type: none"> • Using effective interpersonal skills to present ideas and views to individuals or groups (including nonverbal communication). Targeting presentations to the characteristics and needs of the audience. • Expressing ideas clearly in any written format (memo, email, and letter) with correct spelling, grammar and structure.
Continuous improvement	<ul style="list-style-type: none"> • Using initiative to identify and suggest improvements to processes and procedures. Analysing options for procedural improvements and documenting outcomes.
Customer service	<ul style="list-style-type: none"> • Making efforts to listen to and understand stakeholders (both internal and external). Anticipating stakeholders' needs and giving high priority to stakeholder satisfaction.
Problem solving	<ul style="list-style-type: none"> • Analysing problems effectively, evaluating alternative courses of action, exercising sound judgement and taking action in line with the level of authority of the role.



<p>Self-management</p>	<ul style="list-style-type: none"> • Managing one’s own wellbeing and workplace behavior in order to contribute to a positive culture within ChildSafe. This includes: • Maintaining and promoting social, ethical and organisational norms in line with a Christian ethos; • Taking actions that indicate a consideration for the feelings and needs of others; being aware of the impact of one’s own behaviour; • Maintaining stable performance under pressure and managing one’s own stress effectively; • Handling disappointment and/or rejection while maintaining effectiveness; • Demonstrating perseverance by staying with a plan of action until the desired objective is achieved or is no longer required; and • Being open to change and willing to adapt to new directions; adapting working style to blend with changes; and articulating workplace concerns in a respectful and constructive manner.
<p>Teamwork</p>	<ul style="list-style-type: none"> • Active participation in team effectiveness. Taking actions that demonstrate consideration for the feelings and needs of others. Being aware of the effect of one’s behaviour on others. Proactively developing relationships. Using appropriate interpersonal styles and methods to inspire, guide and persuade others toward goal achievement. Working independently to a high performance standard when required.
<p>Time management</p>	<ul style="list-style-type: none"> • Organising one’s own workload to prioritise tasks appropriately and meet deadlines. Adjusting personal work routines to complete tasks required by others when necessary. Considering other people’s needs when determining order of work to be completed. Being proactive.

Additional Requirements

ChildSafe requires that the incumbent:

1. agree with, and agree to work under, the aims, beliefs and working principles of ChildSafe
2. be able to demonstrate a living and personal relationship with Jesus Christ
3. be able to show strong Christian character evidenced by servant leadership, valuing of people in general and marginalised people in particular
4. be connected in Christian community
5. be in receipt of a current positive Working With Children Check(or your states equivalent) for the purposes of child related employment or be willing to acquire one
6. be willing to work under ChildSafe Staff Code of Conduct



The incumbent must also undertake a National Police Check, and hold a current Australian Driver's Licence.

Performance reviews after 6 months' service and then annually based on the KPI's.

Benefits and Conditions of service

Salary will be in the form of a retainer plus bonus for meeting KPI's. The position will require regional travel and occasional working of flexible hours with time-in-lieu. This role will be both home and office based with laptop and mobile phone provided, and normal reimbursement of direct business expenses.

Developed by	General Manager, ChildSafe
Approved By	Head of People Services
Effective Date	May 2021