

	<b>Position Title: Team Leader - Face to Face Fundraising (Internal)</b>		<b>Team: Marketing Communications and Development</b>		<b>Region: Central</b>
	<b>Supervisors: Face to Face Manager</b>	<b>Delegations and Authorities:</b> In Line with Delegations Policy	<b>Band: B</b>	<b>Date Completed: 30 October 2017</b>	

## ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS		ROLE CONTEXT
<p><b>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</b></p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>		<p>Berry Street's Development Team is committed to strengthening and growing the organisation's position in the community and increasing independent income.</p> <p>This is a newly created role, designed to support growth in the regular giving income area for Berry Street. The purpose of the role is to: train, motivate, retain and develop team members so the team can achieve acquisition and donor quality targets. The incumbent will be required to ensure the team is compliant and adheres to the Face to Face (Internal) (IF2F) organisational protocols, and all relevant legislation and codes of conduct.</p>
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE
<p><b>Berry Street expects all staff to apply these Values in all aspects of their work.</b></p> <p><b>Courage:</b> To be the best we can be and to never give up</p> <p><b>Integrity:</b> Expect a personal and organisation commitment to honesty</p> <p><b>Respect:</b> Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p><b>Accountability:</b> Be responsible for our own actions</p> <p><b>Working Together:</b> Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>		<p>The primary objectives of the role are to achieve set KPIs acquiring new regular donors by building, supporting, developing and mentoring a fundraising team of six team members who are recruiting regular donors in accordance with Berry Street's policies and procedures and within the appropriate compliance and code of conduct frameworks.</p>
		REPORTING RELATIONSHIPS
		<p>This role is based at our Central office located in Richmond. This role will require regular travel around Melbourne (streets, shopping malls and door to door), with some potential travel trips around regional areas. It is part of the broader Development Team which also includes Marketing, Communications and Media.</p> <p>This role reports to F2F Manager who will provide supervision and review. This role will have up to six direct reports who are part of the frontline face to face team. The number of direct reports will vary, depending upon fluctuations of recruitment, and growth of the program.</p>

KEY SELECTION CRITERIA	
<p>All Berry Street staff are expected to meet the following expectations:</p> <ul style="list-style-type: none"> <li>• Conduct themselves in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together.</li> <li>• Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.</li> <li>• Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.</li> <li>• Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.</li> </ul>	
KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<p>Demonstrated ability to be able to:</p> <ul style="list-style-type: none"> <li>○ Recruit, train, coach, motivate and retain a high performing team of face to face fundraisers.</li> <li>○ Achieve team based fundraising targets within set timeframes, while acquiring quality donors and maintaining retention.</li> <li>○ Ensure the team are giving donors and potential donors a good experience that is consistent with the Berry Street brand.</li> <li>○ Maintain compliance of the program within the team with internal quality and database procedures and all relevant legislation.</li> <li>○ Ensure the team represent Berry Street in the best possible manner at each site, and that the team maximize the efficiency and acquisition of donors at each site.</li> </ul>	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> <li>• Minimum one year's experience in recruiting, supervising and coaching, a high performance front line F2F team.</li> <li>• Knowledge of all face to face regulations and how to embed them in Berry Street's Face to Face operations.</li> <li>• A solid understanding of F2F fundraising sales techniques.</li> <li>• An interest in Berry Street's cause.</li> <li>• Staff must hold a valid WWCC, and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.</li> </ul>	<ul style="list-style-type: none"> <li>• A tertiary qualification in management or related area.</li> <li>• Knowledge of child and family welfare sector</li> </ul>

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Team Development and Management	<ul style="list-style-type: none"> <li>• Assist with face to face fundraisers' recruitment, induction, training (including onsite training), and coaching.</li> <li>• Providing expertise in F2F fundraising techniques, objection handling, codes of conduct and day to day operations of the team.</li> <li>• Keep the team motivated while achieving and growing team KPIs.</li> <li>• Coordinate with fundraisers to be at their allocated sites with the correct equipment and uniforms.</li> <li>• Identifying and reporting any on-site issues/events according to procedures.</li> <li>• Coordinate working hours and breaks for fundraisers and ensure they are recorded accurately and according to Berry Street policies and procedures.</li> <li>• Provide supervision and performance manage each fundraisers' results and quality.</li> <li>• Deliver on target requirements, including personal targets as set out by the Face to Face Manager.</li> <li>• Lead by example, demonstrating a positive, professional and approachable attitude at all times.</li> <li>• Actively manage and coach fundraisers in the field to retain and support and develop their skills to succeed in their roles.</li> <li>• Constantly initiate ways to improve team performance, and know how to celebrate great to excellent performance.</li> <li>• Identify training needs and implement them in agreement with the Face to Face Manager.</li> <li>• Work with the F2F Manager to review F2F team performance, both quality and overall results.</li> </ul>
Administration and Compliance	<ul style="list-style-type: none"> <li>• Undertake job responsibilities in a manner consistent with Berry Street's child safety protocols.</li> <li>• Adhere to the Public Fundraising and Regulatory Association's (PFRA) and Berry Street F2F Code of Conduct.</li> <li>• Maintain health and safety standards in the field.</li> <li>• Monitor quality and volume of Face to Face sign ups through IF2F team.</li> <li>• Monitor weekly reports of team to focus on agreed KPI's.</li> <li>• Ensure iPads are distributed and returned and are handled and used securely while on site according to the iPad handling procedure.</li> <li>• Ensure the accurate and secure administration and proper use of systems for records management and reporting capability.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.</li> <li>• Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.</li> <li>• Other duties as directed.</li> </ul>

## CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the Berry Street Victoria Enterprise Agreement. This is a fixed term 12 month contract position.
2. You will initially be employed with our Central office in Richmond. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time. You will be required to spend time in the face to face field operations which can include streets; shopping centres and door to door operations, undertaking face to face training and pitching to new prospective donors. This entails mixing with the public and being on your feet in a retail or sales environment.
3. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to full-time and 0.8 staff to a maximum value of \$15,899 and a maximum value of \$12,000 to all other permanent part-time staff, in line with our Salary Packaging policy.
4. The salary for this position will be negotiated commensurate with experience. The value of the salary can be increased through salary packaging. The value of the salary can be increased through salary packaging. A bonus structure will be in place for this position.
5. The position comes with full private use of a Berry Street vehicle (including petrol).
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identify and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy

## INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regularly
	Work office hours with the possibility of extended hours.	Regularly
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
<b>People Contact</b>	Liaise with government, non-government and community organisations.	Occasionally
	Interact with members of the public who could display verbal or physically challenging behaviour.	Regularly
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: computer work, writing reports, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regularly