

Manager, Innovation & Business Development

Position Description

Directorate:	Commercial Enterprise, Fundraising and Communications
Reports to:	Director, Commercial Enterprise
Direct reports:	Commercial Enterprise Coordinator
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Identify, scope and implement new and innovative projects in social or commercial services that align with the Society's values and mission.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Commercial Enterprise, Fundraising and Communications Directorate. The teams within the directorate and their functions are:

Fundraising: this team is responsible for state-wide corporate partnerships, community fundraising and events; major gifts and philanthropy; gifts in wills and estates; direct marketing and appeals; and fundraising development.

Communications and Marketing: this team is responsible for state-wide brand and creative services; internal and external communications; issue management; marketing; digital communications and digital fundraising.

Retail and Logistics: this team is responsible for state-wide retail service delivery; logistics and supply chain network; and retail projects.

Commercial Enterprises: this team is responsible for state-wide recycling and sustainability initiatives; Container Deposit Scheme (CDS); and new commercial enterprises.

Accountabilities and responsibilities

The Manager, Commercial Enterprise will:

- Ensure the successful implementation of the Strategic Plan within their team.
- Deliver innovative commercial projects that diversify income generation and promote environmental sustainability.
- Research and respond to needs of new markets, including the identification and monitoring of competitors.
- Work in collaboration with external and internal stakeholders to scope potential new areas of growth.
- In consultation with the senior leadership team, drive and develop a culture of social entrepreneurship and commercial innovation which diversifies income generation to support mission.
- Develop necessary operational structures and systems to support the launch of new social enterprises.
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Ensure commercial enterprises operate within an agreed decision-making framework incorporating evidence-based practice.
- Achieve year on year 10% growth in surplus from all commercial activities.
- Develop new profit-leading business ventures.
- Develop new funding models by working collaboratively with other teams in the Commercial Enterprise and Fundraising directorate.
- Demonstrate improvements in efficiencies and surplus revenue in existing commercial operations.
- Identify industry best practices and evaluate appropriateness for implementation.
- Contribute to continuous improvements by developing internal data systems and reporting.
- Develop and maintain strong and effective relationships with government departments, local businesses and industry.

Key working relationships

In addition to the Director, Commercial Enterprises and their direct reports, the Manager, Commercial Enterprise will foster close working relationships with:

- Director, Retail and Logistics (Commercial Enterprise, Fundraising and Communications);
- Manager, State-wide Logistics (Commercial Enterprise, Fundraising and Communications);

- Manager, Recycling and Sustainability (Commercial Enterprise, Fundraising and Communications);
- Director, Communications and Marketing (Commercial Enterprise, Fundraising and Communications);
- Regional Directors (Membership, Volunteers and Regional Operations).

Essential criteria

Critical capabilities

There are nine capabilities expected of all leaders across the Society:

- **'People we serve' centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 3) Manage teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 4) Lead delivery of strategic priorities with a focus on data driven decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team performance:** (Level 3) Manage and develop individuals and teams to deliver against Society's strategic priorities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 4) Promote and enable innovative approaches to service delivery and ways of working.
- **Financial acumen:** (Level 4) Lead the design and delivery of programs and services that ensures the financial sustainability of the Society.

Role-specific criteria

- Relevant tertiary qualification/s and/or experience in business development, commercial enterprise management or equivalent/associated discipline related to the role.
- Demonstrated experience in commercial and social enterprise service design.
- Strong business acumen demonstrated through innovation and enterprises.
- Demonstrated entrepreneurial success and ability to identify and act on market opportunities.
- A broad understanding of financial management principles to ensure decisions are financially sound and responsible.
- Demonstrated ability and expertise in project and operational leadership to oversee effective implementation of initiatives.
- Excellent interpersonal and relationship management skills, with a proven ability to collaborate effectively with internal and external stakeholders.
- High-level understanding of current issues facing the social enterprise sector and not for profit industry.
- NSW driver licence.

- Ability to travel across NSW.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.