

POSITION DESCRIPTION

Overview

Role title:	Senior Manager – Engagement
Employment type:	Permanent, full-time or part-time
Identified position:	This is an Identified position for Aboriginal and/or Torres Strait Islander peoples.
Location:	Hybrid – a combination of work from Inside Policy's Sydney, Melbourne or Canberra office and work from home
Line manager:	General Manager, Advisory
Line of business:	Advisory
Team:	Engagement
Direct reports:	One (1) Inside Policy employees: Manager – Engagement x 1.
Indirect reports:	Senior Consultant – Engagement x 2
Dotted lines:	Work in partnership and collaboratively with peers including Senior Managers of Projects, and Evaluation & Research, and Managers of Quality & Ethics, and Reporting & Communications. Report on team and activity/deliverable progress to Project Leads and Project Directors. Seek advice and counsel from Inside Policy's internal First Nations Research and Ethics Council.
Team budget:	Approximately \$720,000 per annum.
Team KPIs:	1. Delivers high quality engagement outputs on time, on budget and in scope across 100% of projects. 2. Develops methods, budgets and teams for all proposals requiring engagement activities. 3. Develops, updates and communicates Inside Policy's engagement approach and practices. 4. 100% of Project Leads satisfied with the team's participation in and contribution to projects. 5. Fulfils its responsibilities in line with Inside Policy's values.

The role in more detail

Senior Managers at Inside Policy are the lynchpin to our mission for changing the world one policy at a time. The Senior Manager – Engagement is a technical expert in stakeholder engagement, human research, consultation and facilitation, has deep subject-matter knowledge of social policy, is a leader of people, and is a collaborative partner to their peers.

Engagement team

The Senior Manager – Engagement leads a small team that successfully delivers all of the data collection activities involving human research within Inside Policy's advisory projects on behalf of government, philanthropic and not-for-profit clients. The Engagement team supports the successful delivery of Inside Policy's evaluation and research projects by:

- being a core part of project teams
- participating in internal project team meetings including internal update meetings, theming workshops
- participating in relevant project client and stakeholder meetings such as project update meetings, steering committee meetings, presenting evaluation/research findings, and workshops to design evaluations and their component parts
- leading the implementation of qualitative data collection activities involving human subjects within projects including the preparation of consultation plans, developing workshop materials, adaptation of data collection tools, undertaking interviews, CATI surveys, facilitating yarns and group engagements like roundtables, workshops and summits in person and virtual environments
- seeking advice and guidance from teams and councils internal to Inside Policy including the Quality & Ethics team, Reporting & Communications team, Evaluation & Research team, and First Nations Research and Ethics Council.
- engaging, briefing and overseeing the work of sub-contractors.

Outside of project work, the Engagement team is also responsible for building the quality and depth of Inside Policy's approach and practice in engaging diverse populations in social policy. The Engagement team supports this work by:

- attending evaluation and social research, and social policy forums
- reviewing, updating and communicating Inside Policy's approach to engagement
- delivering internal knowledge and capability-building sessions on engagement
- contributing to Inside Policy's evaluation and research proposals
- forming and maintaining partnerships with facilitators, social researchers and community researchers who fill gaps in our engagement capabilities.

Role objective

To successfully lead the Engagement team in delivering high quality, culturally-safe engagements within Inside Policy's advisory projects and build this capability across the advisory practice.

Role KPIs:

1. Behaviours align with Inside Policy's values.
2. Develops and successfully implements with the Engagement Team an annual workplan.
3. Achieves and maintains a Team NPS of 50 or higher.
4. Team resources managed within team and project budgets.
5. Leads the development of and maintains a qualified national network of community and social researchers.
6. Leads the development of Inside Policy's engagement approach and practices with diverse populations.

Main duties & responsibilities

The Senior Manager – Engagement will lead the Engagement team to give life to Inside Policy's mission and values. The key responsibilities of this role are:

Team leadership

- a. Lead and manage a small team of project managers, providing clear and constructive guidance, direction and support as needed.

- b. Develop and implement an annual team workplan that aligns with the goals and objectives of the Advisory Practice and Inside Policy.
- c. Support the growth of the team's practices, knowledge and skills in managing social policy projects.
- d. Leads diverse teams of people, clients and stakeholders in a safe, respectful and inclusive manner, including with First Nations Australians.

Project leadership and delivery

- a. Lead advisory projects as required from time to time including being the client contact, leading project teams and understanding the scope, budget and timeframe requirements for evaluation and research projects
- b. Lead, brief, and direct the entire project team on the delivery of advisory projects to ensure successful completion of these projects to a high-level of client satisfaction.
- c. Quality-assure project team, outputs and deliverables and provide strategic advice and guidance to project team members to ensure the successful delivery of projects, ensuring levels of high-quality are consistently achieved.
- d. Proactively identify and resolve project risks collaboratively with project team members and clients.
- e. Seek and respond constructively to client feedback.
- f. Oversee, negotiate and approve all project subcontractor agreements including variations and terminations.
- g. Manage project team resources, including working with Activity and Deliverable Leads to allocate team members to project tasks, provide team members with clear direction and feedback, engage and coordinate subcontractors and staff to achieve project milestones.
- h. Ensure the use of Scoro for all advisory projects across all project teams.
- i. Work collaboratively with, and manage upwardly to, Project Directors to effectively identify and mitigate strategic risks within projects.

Budget management

- a. Manage the team budget and resources effectively, ensuring that all expenditures are justified and aligned with Inside Policy goals.

Policy and technical expertise

- a. Provide subject matter expertise in at least one social policy area that correlates with Inside Policy's demonstrated areas of interest.
- b. Provide knowledge of working in and engaging with diverse communities.
- c. Provide technical expertise and leadership in the design and implementation of engagement activities within advisory projects.
- d. Stay up-to-date with trends and best practices in effective engagement methods and practices and in social policy and apply this knowledge to drive innovation and growth within the team and Inside Policy.
- e. Manage the team's scheduling and contribution to internal learning and development activities relevant to engagement in social policy research.
- f. Understand the role of artificial intelligence (AI) and where it can be ethically and effectively applied without compromising quality, confidentiality and security in the delivery of Inside Policy's advisory projects.

Management and leadership collaboration

- a. Analyse the data and identify solutions to continue the improvement of Inside Policy's business, engagement, project and evaluation/research systems, practices and processes.
- b. Collaborate with other teams and internal stakeholders to ensure that business needs are being met.
- c. Ensure team and subcontractor compliance with all relevant laws, regulations and policies including Working with Children Checks, continuous professional development required for Australian Evaluation Society membership and others.

Business development

- a. Provide input into the development of engagement methodologies, budgets and teams for Inside Policy's successful evaluation and research proposals.

- b. Build and maintain strong networks in the community and social researcher community outside of Inside Policy.
- c. Work alongside the GM Advisory and other Senior Managers to nurture existing client relationships to identify and secure ongoing project work.

Competency level

The Senior Manager – Engagement is expected to perform their responsibilities at the outstanding level for each of the seven competency areas of values, communication, research, outcomes-focus, stakeholder engagement, teamwork, and problem-solving. And an Advanced level for the leadership competency.

Refer to Inside Policy's [Competency Framework](#) for more detail on the expectations of Senior Managers for each competency area.

Requirements and qualifications

In order to fulfil the role as outlined in this this section, the Senior Manager – Engagement meets the following requirements and qualifications:

- Minimum of five (5) years of experience in a management role in engagement, research or evaluation.
- Proven track record of successful leadership and team management.
- Masters level or demonstrated experience in a related field.
- Proven track record in expert-level stakeholder engagement, facilitation and human research particularly with diverse groups including First Nations Australians.
- Professional membership of AES.
- Proficient to expert levels in Microsoft Office applications including Word, PowerPoint and Excel, as well as Miro, Teams, and Qualtrics.
- Ability to learn and become proficient in the project management platform Scoro.

About Inside Policy

Inside Policy is a privately-owned social and economic policy advisory firm. Established in 2014 by founder, Natalie Walker, Inside Policy is a trusted partner to governments in delivering complex and large-scale evaluation and research projects in social policy. Inside Policy specialises in the policy areas of family and domestic violence, child and family services, justice, and Indigenous economic development.

Insiders (i.e. Inside Policy team members) are committed to making our nation a better place for Australia's most vulnerable populations by providing evidence informed and credible policy advice.

Inside Policy is a dynamic, purpose-driven organisation which does high quality work for our clients in a fast-paced environment. To enable this, we support all Insiders through our annual growth process – *Inside Up*, by having flexible work arrangements, by supporting financially and experientially a range of learning experiences to help team members achieve their goals, and by ensuring team members are applying their areas of strengths while building new expertise.

Inside Policy is also a responsible employer. We take seriously our responsibility to provide a workplace where Insiders can thrive by maintaining their wellbeing. To this end, Inside Policy offers a reduced hours at full pay model, otherwise known as a nine-day fortnight, for its full-time employees. Part-time and flexible work arrangements are also available where a nine-day fortnight is not the right fit.

Inside Policy's values

Building an advisory firm like Inside Policy that aspires to change the world one policy at a time requires a culture of professionalism, performance, creativity and (social) purpose that is born out of a set of unwavering values. We stand for more than being better than our competitors. Rather we courageously lean into the values that will help us make the world a better place, one policy at a time.

The six values that shape our culture and describes who we are and why we do what we do are:

1. Curiosity – Insiders have a strong desire to know and learn.

Developing valuable insight for our clients is our secret sauce. Having the desire to learn new methods, deeply understand our clients and their stakeholders, policy trends, developments in government, way of working and translating all of this into practice helps us stay on the cutting edge of insight.

2. Reflection – Insiders dedicate time to deep thought and consideration.

At an individual level, reflection – especially critical reflection – helps us perform and grow. At a team level, it helps us work together better and collectively solve complex problems. At a project level, critical reflection helps us to design approaches and insights that are particular to the project.

3. Quality – Insiders constantly pursue a higher standard of performance and output.

Being the best at being better is critical for developing unique policy insight that changes the world. For our work to be persuasive to us, our stakeholders and our clients it must be well-presented, defensible, robust and evidence informed.

4. Pragmatism – Insiders constantly assess the fairness and practical application of their advice.

We work in a complex, ambiguous, ever-changing environment with competing interests and constraints. Therefore, to be relevant and useful, our preferred ways of working at Inside Policy and with our clients must recognise these competing, complex requirements to ensure our work and advice is fair and practical.

5. Responsibility – Insiders have a strong sense of duty for the contribution they can make to our world and what they are to achieve in their role, their projects, as a team member and as a community member.

We must all do what is expected and required of us in order for individuals, teams and the company to succeed. We also recognise that our advice on complex social policy matters often impacts the most vulnerable in our community, because of this and our deep care for our world, we must exercise this role judiciously.

6. Trust – Insiders are reliable, credible and engaging.

Trust in each other is what creates teams. A client's trust in our advice is what gives us influence. A stakeholder's trust in our work gives us access.

Inside Policy's Advisory Practice

Inside Policy's current core business is its evaluation and research work which is undertaken through its Advisory Practice. The Advisory Practice is led by the General Manager – Advisory.

The Advisory Practice comprises of 15 Insiders across five teams of Projects, Evaluation and Research, Engagement, Quality & Ethics, and Reporting & Communications. The sole focus of the Advisory Practice is to manage and deliver high-quality complex and large-scale evaluation and research projects in social policy. The policy areas of focus are:

- Family and domestic violence
- Justice
- Children and families
- First Nations economic development
- Health
- Community-led change.

The Advisory Practice works predominantly with government clients though a smaller (yet growing) area of project-work is with philanthropic and not-for-profit organisations.