

## Position Description

Title:	Sea of Hands Program Officer
Classification:	SCHADS Award Grade 4.1
Reports to:	Development Manager
Location:	Sydney (or Melbourne)
Employment Basis:	12 month contract (extension available upon meeting targets)
Hours of work:	7.6 hours per week (1 day), Weekend shifts are common.
Salary:	Permanent part-time; Hourly rate: \$29.61

## Preamble

ANTaR is an independent, national, not for profit working in support of justice, rights and respect for Aboriginal and Torres Strait Islander people. Part of our work involves the Sea of Hand's Partnership, a growing movement of committed ANTaR supporters fighting for a better deal for Australia's First Peoples.

We are looking to build on our work engaging with the Australian community to talk about what we do, some of the issues facing Aboriginal and Torres Strait Islander people, and seek their support for our work.

The Sea of Hands Program Officer role will support the recruitment and coordination of volunteer fundraisers and inspire them to grow the number of partners who make regular monthly donations. Conversations with potential supporters about the issues, our campaigns and the Sea of Hands Partnership at festivals and markets will drive the success of this program.

The successful applicant will be part of the exciting expansion of the program and grow in the role as new opportunities arise.

### *Our purpose*

To engage, educate and mobilise a broad community movement to advocate for justice, rights and respect for Australia's First Peoples.

### *Our strategic goals*

Social change goals:

1. To campaign and advocate for justice, rights and respect for Australia's First Peoples.
2. To educate the broader community about the history, cultures, lived experiences, languages and human rights of Australia's First Peoples.
3. To build an active and engaged network of Australians committed to the achievement of justice, rights and respect for Australia's First Peoples.

Enabling goals:

4. To acquire and engage supporters and partners to build a sustainable income stream to grow our organisation and our impact
5. To be cohesive and effective.
6. To be accountable and transparent.

### **Scope of the position**

The Sea of Hands Program Officer will have a hands on role driving the growth and impact of Sea of Hands Partnership - a group of Australian's making a monthly donation to support ANTaR's work.

The focus of the position will be on coordinating volunteer representatives of the Sea of Hands Partnership to fundraise at a schedule of festivals, events and markets. Initially in Sydney and Melbourne. It is expected that the program will grow as we hold more events and attract more partners and volunteers.

The position requires professional volunteer coordination skills and the ability to maintain the required levels of trained and effective volunteers. It will have a critical role in inspiring, motivating and helping volunteer representatives to effectively pitch signups to the Sea of Hands Partnership.

The Program Officer is also expected to represent ANTaR at the community festivals and events. Some shifts will be on weekends at events and others will be on a weekday in the office.

### **1. Key Responsibilities**

- 1.1. Represent ANTaR at the program's events and persuade Australians to contribute to and participate in the Sea of Hands Partnership.
- 1.2. Follow up calls relating to leads in progress, card declines, anniversary update calls and upsell calls.
- 1.3. Advertise and promote volunteer opportunities to ensure a steady stream of volunteers.
- 1.4. Support the induction and training of new volunteer representatives.
- 1.5. Complete and monitor the volunteer roster.
- 1.6. Assist in inducting and training new representatives
- 1.7. Report progress, team issues, roster issues, grievances and successes to Development Manager.

- 1.8. Undertake forward planning for upcoming stalls at festivals, events and markets. Including registration and rostering, and organise contingencies for volunteer shortages
- 1.9. Facilitate the transport of resources to the site of the event.
- 1.10. Other duties as required.

## **2. Knowledge and Experience**

- 2.1. Experience in a supporter or customer relationship focussed role.
- 2.2. Successful track record of being persuasive with supporters or customers to achieve targets.
- 2.3. Awareness of Aboriginal and Torres Strait Islander, culture, history and past and present issues.
- 2.4. Experience as an attentive and responsible team leader.

## **3. Skills and Personal Attributes**

- 3.1. Great clear verbal communication skills.
- 3.2. Accurate and thorough word processing and record keeping skills.
- 3.3. Ability to identify and troubleshoot problems, and refer where appropriate.
- 3.4. A commitment to social justice and addressing Aboriginal and Torres Strait Islander disadvantage.
- 3.5. Enthusiastic, confident, motivated and persuasive.
- 3.6. Capable of interacting with a wide range of people.

## **4. Selection Criteria**

- 4.1. Successful clear and confident persuasive communication skills.
- 4.2. Experience in recruiting and coordinating volunteers.
- 4.3. Knowledge of issues facing Aboriginal and Torres Strait Islander peoples in contemporary Australian society and commitment to social justice.
- 4.4. Experience achieving targets in a customer relations focussed role.
- 4.5. Demonstrated ability to identify and troubleshoot problems.
- 4.6. Previous experience coordinating and working with a small team.