

# POSITION DESCRIPTION

WORD AND MOUTH LTD  
53 WELSFORD STREET  
SHEPPARTON VIC 3630  
ABN 14138150188



## EXECUTIVE OFFICER

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<b>Salary:</b>	Dependent on experience
<b>Superannuation:</b>	Employer superannuation contribution of 9%
<b>Employment conditions:</b>	Full time Flexible working conditions may apply
<b>Responsible to:</b>	Board of Directors Funding representatives
<b>Performance review:</b>	Upon completion of a 6 month probationary period and annually or as requested thereafter

### POSITION SUMMARY

Word and Mouth is an organisation designed to provide opportunities for local young people to engage in and contribute to the broader community

Since its inception in 2003 Word and Mouth has primarily been funded by the Greater Shepparton City Council and the Sir Andrew and Lady Fairley Foundation; alongside other unique government and non-government grants.

However as of the 1<sup>st</sup> of October 2009, Word and Mouth became an independent organisation and now operates from an independent youth space in Shepparton.

The Executive Officer is responsible for overseeing all operational, funding and representational requirements of Word and Mouth as well as the development and implementation of the strategic, business and activity plans.

Responsibilities will include the development of youth committees/consultations, designing and hosting of public forums, organisation of various youth-orientated activities and media promotions, identification and coordination of relevant funding opportunities as well as representation of the organisation within the broader community.

The successful applicant will possess personal maturity, the values and skills required to provide effectual leadership and development opportunities to young people as well as the ability to appropriately coordinate with youth/community service agencies to develop programs/responses to local youth issues/initiatives.

### PREREQUISITES & KEY SELECTION CRITERIA

#### Mandatory

- A relevant tertiary degree
- Extensive demonstrated experience in community engagement and/or youth development
- Excellent interpersonal communication skills
- Demonstrated experience with continuous improvement activities including the development and

- monitoring of appropriate outcome and objectives
- Previous management experience including a demonstrated ability to provide leadership and direction to staff and/or volunteers
- Demonstrated experience in successful strategic planning and implementation of innovative program development and project management
- Ability to develop and manage effective financial and budgetary processes including the preparation of funding applications and acquittals
- Previous experience in policy development and program planning, development, delivery and evaluation
- Knowledge of and experience with qualitative and quantitative research and evaluation methodology
- Proven capacity to inspire and gain the support and involvement of young people in community activities
- Experience working effectively with individuals from diverse socio-economic and CALD backgrounds
- Demonstrated ability to liaise with relevant organisations and professionals
- Competency in the use of contemporary computer systems and software, including internet, website development and popular social networking sites
- Sound organisational skills and the demonstrated ability to prioritise workloads to meet deadlines
- Current Victorian driver's licence
- Ability to work outside normal business hours including infrequent overnight travel
- Successful Working With Children and Police check clearance

#### **Desirable**

- High level of conceptual, analytical and problem solving skills
- Public speaking experience including the ability to prepare and deliver professional presentations
- Knowledge of local community youth issues

### **KEY RESPONSIBILITIES**

#### **LEADERSHIP & MANAGEMENT**

The Executive Officer must provide effective leadership and management to Word and Mouth staff and volunteers. The incumbent is therefore required to:

- Manage and direct appointed staff including the delegation of responsibilities
- Regularly implement staff performance appraisals
- Monitor professional development
- Manage all Word and Mouth events including relevant contractors
- Provide leadership to all Youth Council, FReeZA and other youth committee members/ volunteers

#### **ORGANISATIONAL PLANNING & REPORTING**

The position requires the ongoing development and implementation of the Word and Mouth strategic, business and activity plans in accordance with funding requirements. Responsibilities will therefore include:

- The effective and efficient delivery of services in achievement of Word and Mouth goals, objectives, policies and Key Performance Indicators
- The provision of quality, relevant, timely and accurate reports to assist the Word and Mouth Board of Directors and funding representatives in decision making and/or policy development
- Maintenance of all documents and records relevant to Word and Mouth activities
- Development and implementation of the Word and Mouth strategic, activity and business plans including the facilitation of evaluation, review and planning processes
- Time management, prioritisation, planning and organization of work to deliver required outcomes within specified timeframes
- Identification and implementation of continuous activities
- Development and implementation of policies and procedures to improve organisational performance, accountability and efficiency
- Development and maintenance of effective and beneficial networks/partnerships with key-stakeholder organisations, businesses, trusts, community groups and individuals

### **PROGRAM DEVELOPMENT & REVIEW**

The Executive Officer is required to consistently review and develop youth programs and initiatives relevant to Word and Mouth objectives and the local community. The incumbent will therefore be required to:

- Ensure viable and effective program development and delivery which caters to a diverse cross section of the local youth community
- Develop and systematically review promotion, marketing and publicity strategies ensuring Word and Mouth maintains a positive public profile
- Initiate and complete qualitative and quantitative evaluation and reporting of all programs and activities
- Identify and develop new initiatives through research and analysis to respond to current community issues and needs
- Coordinate the collection and collation of data, generating external reports pertaining to the program as required
- Identify and develop new funding opportunities
- Initiate media promotions and otherwise of all programs/services provided by Word and Mouth in accordance with funding requirements
- Ensure Word and Mouth program development is inclusive, responsive, innovative and creates a variety of opportunities to engage local youth

### **FINANCIAL & RISK MANAGEMENT**

This position will require the efficient and effective coordination of Word and Mouth resources alongside the development of further funding opportunities. Financial and Risk management will be required in all stages of organisational development and will require the incumbent to:

- Ensure that requirements of program funding are fulfilled in an accurate and timely manner in accordance with approved guidelines
- Identify appropriate funding opportunities (government, non-government and philanthropic)
- Prepare and manage the preparation of funding applications and acquittals
- Develop and manage effective financial and budgetary processes that ensure the provision of services in a cost effective manner
- Prepare and provide accurate and timely financial reports to the Word and Mouth Board of Directors and funding bodies
- Identification, documentation and responsible expenditure of available resources
- High level risk assessment and management including implementation of risk mitigation strategies

### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

The Executive Officer will be accountable for responding to any issues that may arise and are accountable for:

- Achieving nominated objectives and performance indicators
- Developing, implementing and monitoring of all Word and Mouth activities
- Providing effective leadership and management of all appointed staff , youth committee members and volunteers
- Adherence to all finance and payroll requirements
- Providing accurate and timely reports as required
- Development of all funding submissions and acquittals
- Provision of high quality, comprehensive and accurate advice to the Board of Directors and funding representatives as appropriate

### **JUDGEMENT & DECISION MAKING**

The Executive Officer is responsible for making decisions and exercising judgement in regard to:

- The effective and efficient delivery of services in achievement of Word and Mouth goals, objectives and policies
- The quality and price of goods/services to be acquired
- The delegation of duties, resolving employee issues as they arise and advising the Board of Directors of issues requiring specific attention

- The development and management of policies and priorities regarding the direction of the organisation and the services provided
- Ensuring professional duty of care relevant to youth activities

**QUALIFICATIONS & EXPERIENCE**

Qualifications and experiences relevant to the Executive Officer role include:

- Relevant tertiary education
- Extensive demonstrated experience in community engagement and youth development
- Experience with policy development and implementation
- Demonstrated achievement in grant applications and acquittals
- Experience with staff supervision/management

**PERSONAL & INTERPERSONAL**

For the ongoing development and promotion of Word and Mouth Limited the Executive Officer will ideally possess the following personal and interpersonal attributes:

- Strong communication skills, both written and oral
- Excellent management skills
- Ability to work autonomously as well as in a team environment
- High level time management and facilitation skills
- Ability to liaise and work with people from diverse socio-economic and CALD communities
- Well developed problem solving skills
- Ability to maintain confidentiality and diplomacy

**OCCUPATIONAL HEALTH & SAFETY**

The Executive Officer will be responsible at all times for ongoing compliance with Occupational Health & Safety legislation including:

- Implementation of safe working practices and procedures
- Identification and reporting of workplace incidents and hazards
- Organisation of necessary permits and contractors to ensure public risk management
- Participation in any meetings, training and other health and safety activities as required
- All reasonable care taken in the performance of duties to prevent injury to all individuals involved
- Identification and compliance with all Occupational Health & Safety legislation updates

In signing this Position Description I acknowledge that I have the appropriate qualifications and experience detailed and I am aware of the key responsibility areas and extent of authority accompanying this position.

**ACKNOWLEDGED:**

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Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

**APPROVED:**

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Signature

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Print Name

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Date