

Position Description: Engagement Officer

The Engagement Officer will support the Engagement and Fundraising team in their work to better engage with supporters across the party. We are looking for a confident communicator who can speak directly with donors and supporters to assist them with updating payment details and information in our central CRM.

This role will have a positive impact on improving fundraising outcomes for the Party, help build better supporter experiences, alongside the opportunity to have positive and long-lasting impacts on Australian politics.

Expectations

- Undertake calls with supporters in a friendly and personable manner while communicating the importance of a sustainable income stream for the Party.
- Have meaningful conversations and connect with people on shared values.
- Confidently ask for new contact and payment details, and update these in our CRM.
- Be professional, warm and helpful.
- Provide regular feedback to your supervisor about any issues with the effectiveness of the messaging to deliver, or systems necessary to support the work.
- Engage in the workplace according to the organisational values described below.
- Undertake other tasks as reasonably directed by your supervisor.

Selection Criteria

- Friendly phone manner and an ability to actively listen
- Can use a script and also converse naturally
- An understanding of, and commitment to, Greens principles
- A desire to contribute, in a working capacity, to something you believe in
- An appropriate Australian or New Zealand work visa (if applicable).

Bonus points for

- Experience in a call centre or volunteering for phone-call campaigns
- Experience working or volunteering with community/activist groups

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ABN: 98 738 022 715

- An interest in Australian politics

Relationship to Others

Directly supervised by: National Engagement Program Manager

Works closely with: The Fundraising & Engagement team of the National Office

Location

This role is to be undertaken remotely from home.

Conditions

This is a casual part-time position for at least nine hours per week for an initial three month trial period.

Working hours are between 4 - 8pm AEDT weekdays (flexible on which days of the week with a minimum of 3 hours per shift).

Subject to the success of the initial trial, this position may be continued on a permanent basis with the potential for increased hours.

The position is subject to the conditions of the "The Australian Greens Staff Collective Agreement" and is classified under this agreement as a Support 1 with an hourly rate of \$38.44 which includes a 25% casual loading. Superannuation is also paid at the rate of 10.5%.

Values

The Australian Greens aims to instil the following values as a reference for staff and volunteers as to what is important and beneficial to the activities of the organisation towards building and maintaining a positive culture, high performance and strong leadership:

- Skilled – accomplishing amazing amounts of work, demonstrating consistently strong performance others can rely on, and making wise decisions.
- Resilient – maintaining calm in stressful situations, making tough decisions without excessive agonising, discovering practical solutions to hard problems, taking smart risks and being tenacious.
- Dynamic – seeking and creating new ideas that prove useful, learning rapidly and eagerly, keeping the organisation nimble by minimising complexity and finding time to simplify, focusing on great results rather than on process, exhibiting bias towards action and displaying a true "can do" attitude.
- Respectful – upholding the importance of what it means to be a member, treating all people with respect independent of their status, saying only things about fellow members that would be said to their face, working with others in the best interests of the organisation, listening well to better understand, making time to help other members and sharing information and advice openly and proactively.
- Courageous – questioning actions inconsistent with our values, inspiring others with a thirst for excellence, caring intensely about the organisation's

success, admitting mistakes and being ego-less when searching for the best ideas.

Applications

The Australian Greens are committed to building a diverse and inclusive team and culture. We strongly encourage applicants from a diverse range of genders, ages, sexual orientations, cultures, language groups, abilities, and experiences to apply.

Applications must include a CV and separate statement addressing all the selection criteria included in this position description.

Applications should be emailed to national.manager@greens.org.au with the subject line: **[your name] – Engagement Officer application**.

Enquiries to the National Manager, Brett Constable by phone 0408 593 669 or email to national.manager@greens.org.au

The closing date for applications is Monday 12 December 2022.