

POSITION: Project Officer
REPORTS TO: Head of Strategy, Outcomes & Innovation
DATE CREATED: June 2024

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care, Early Childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

JOB CONTEXT

The Project Officer is a key member of the Strategy, Outcomes & Innovation Team that contributes to the development, implementation and monitoring of MCM's outcomes framework and business development and analysis opportunities. The role will also support the team's broader work across strategy, innovation and other organization-wide initiatives where required.

This team is responsible for collaborating with staff at all levels to develop, implement and monitor organizational strategy at all levels of MCM Group. The team also leads the further development and implementation of the MCM Outcomes Framework and the MCM Innovation Process, and supports MCM Group when needed with business development activities.

The ideal candidate will have the acumen to handle complex situations and multiple responsibilities simultaneously, mixing long term projects with the urgency of immediate priorities.

The Project Officer must exhibit the skills to collaborate with and achieve actionable results through others, a willingness to stretch to learn new skills, the curiosity to try new things and fail multiple times before iterating to improve, the ability to build strong and sustainable relationships and the capability to interact with all levels of the organisation.

JOB PURPOSE

The Project Officer reports to the Head of Strategy, Outcomes & Innovation and is part of a small, flexible and high capability team that is collectively responsible for leading the development and implementation of MCM Group's strategies, outcomes framework and innovation process, and supporting MCM Group with business development activities.

The role requires a comprehensive understanding of all MCM Group's operations and exceptional influencing skills to support the organization to deliver on its outcomes framework and business development activities. The role requires a willingness to stretch to learn new skills that the team requires.

The role routinely looks externally to the organisation to enable opportunity for organisational learning relative to the sector and market more broadly, locally and globally, to directly contribute to MCM's strategic goals, particularly growth.

JOB OBJECTIVES

Business Development

- Identify and research new tenders/opportunities on Victorian, Federal and Local Government tender platforms.
- Lead development and writing of high-quality, successful responses that are aligned with MCM's Strategy.
- High-quality planning and management of tender responses, coordinating all key stakeholders (internal and external) and documentation to ensure responses are ready to submit well before deadlines.
- Contribute to creation of an MCM Business Development Plan, support implementation of this plan and monitor progress against this plan.
- Conduct sector and market reviews, locally and globally, to enable benchmarking and analysis of MCM Group's readiness for new business.

Outcomes

- Support teams across MCM Group to improve outcomes data collection processes and use that data to continuously improve their programs.
- Collaborate with the MCM Advocacy Team to ensure collection of data and stories to influence systemic change.
- Support work on MCM Group Impact Reports, drawing on MCM Group's outcomes data and client stories/lived experience.
- Monitor and evaluate the MCM Outcomes Framework and conduct continuous improvement to ensure the process is delivering on its strategic aims and continues to be relevant and best practice.

Other Duties

- Collaborate with Lived Experience to ensure their voice/analysis is part of reporting.
- Support implementation and iteration of the MCM Innovation Process where required.
- Support implementation of organization-wide initiatives and involvement in working groups where required, as delegated by the Head of Strategy, Outcomes & Innovation.
- Support other strategy, outcomes, innovation and business development work where required, as delegated by the Head of Strategy, Outcomes & Innovation.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

Internal Relationships	<ul style="list-style-type: none"> • Head of Strategy, Outcomes & Innovation • Strategy, Outcomes & Innovation Team • Policy, Advocacy & Government Relations Team • Senior Leaders Network • Operational Teams
External Relationships	<ul style="list-style-type: none"> • Government officials • Sector partners • Research partners

KEY SELECTION CRITERIA

- Expertise in writing government tenders and project proposals, with a focus on outcomes and strategy alignment.
- Strong project management skills to develop and deliver a range of projects in line with established objectives.
- High-level interpersonal skills including the demonstrated ability to influence, liaise and negotiate complex and sensitive issues effectively.
- Outstanding strategic, conceptual, analytical, and creative skills, demonstrated by the ability to understand and interpret the political and social environment, identify the relevant issues and opportunities and apply these in new solutions.
- Superior written and verbal communication and presentation skills, especially proficiency in tender writing, report presentation, and business case preparation.
- Experience in community services organisations and/or deep knowledge of the sectors MCM Group works in.
- Skills in quantitative and qualitative data gathering and analysis, including summarizing data simply to provide readily actionable insights.
- Qualifications or equivalent skills and experience in project management, communication, professional writing, data or business analytics, information management, or a related field.
- Computer literacy, including advanced proficiency in Powerpoint and Excel. Skills in using Power BI are also required, or a willingness to learn these skills.
- Excellent team player.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- All employees are subject to MCM's Employment Safety Screening Procedure.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	<p>Collaboration & Cooperation</p> <p>Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</p>
REPUTATION	<p>Provable Results</p> <p>Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>

PEOPLE **Resilience & Bounce Back**
 Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.

OUR VALUES

Employees are expected to commit to and demonstrate MCM’s values:

Together We are inclusive and accepting of difference.
 We work in highly effective teams and our people are connected across our organisation.
 We engage proactively with others to deliver outcomes.

Courageous We speak up constructively in line with our convictions.
 We pursue our goals with determination.
 We are passionate about our advocacy role.

Curious We are inquisitive and ask why.
 We challenge the status quo.
 We actively explore the alternatives.

Open We are transparent and have genuine, honest interactions.
 We listen and hear people’s voices.
 We value and respect the autonomy of clients.
 We trust one another.

Accountable We act safely in all our interactions.
 We manage within our financial and resource boundaries.
 We own our outcomes and decisions.
 We are proud of the work that we do.