

# Senior Social Innovator

Positions in Sydney and Adelaide with specialisms in design based innovation and place-based innovation.

THE  
AUSTRALIAN  
CENTRE FOR  
SOCIAL  
INNOVATION



# Our strategy



We work across the life course to explore new and better ways to build social and economic prosperity for all.

## We shift systems

### **Disrupting Disadvantage**

We want to create pathways for families to rebound from crisis and reach their potential in society and the economy.

### **Redesigning Ageing**

We want to reinvent how we live as we age and reimagine the future of home.

### **Activating Social Health**

We want to put the social back into healthcare, by building systems that activate the full potential of people & communities.

## We enable innovation

### **How do we build the conditions for innovation?**

We are exploring what it takes to nurture and sustain innovation across sectors and regions.

### **How do we transform systems?**

We are exploring how to shift stuck systems into action and how to co-ordinate experimentation that leads to outcomes.

### **How do we scale what works?**

We are exploring how to replicate effective practice and scale services that work today.

## We further self-determination



We support Aboriginal and Torres Strait Islander led social innovation, with our know-how in co-design innovation.

# About us

## Our organisation

As the national centre for social innovation we are passionate about uncovering new and better ways to create social good.

From systems innovation through to unlocking the assets and potential of our communities – we are determined to move social innovation from the margins to a national priority.

There is no organisation or group of individuals who can drive this alone. We must build the conditions and capability for social innovation to happen at scale.

At the heart of TACSI lies the fundamental belief that people are the experts in their own lives. We believe that the best innovations come from working alongside the people who face the very challenges we're trying to solve.

Innovation is not the end game. Our ambition is people living their best life and having every opportunity to reach their potential.

We're a team of 40 working across Australia. Over the past 2 years we've been experimenting with different ways of working which has led us to become a network of small teams that are self-managed, geared towards service and, most importantly, centred around learning.

## Our approach

Getting better solutions for people involves different thinking. A blend of disciplines, methods and ideas is vital to help organisations choose a bold new path that helps people thrive.

Our methods are from system design, business and the social sciences – but we also draw on community and international development. Some of our people come from an innovation background, some from a practice background, all are united in their passion for helping disadvantaged people achieve their best life possible.

And at the forefront of every piece of work is a belief that individuals are the experts on their own lives.

In practice, this is achieved through a co-design approach –working with hard-to-reach and vulnerable groups to design policies, programs and solutions that work for them.

We know that the things stopping people living better lives are bigger than a single team or service can solve – which is why we partner with other like-minded organisations.



# About you

We're looking for social innovation practitioners with 5+ years of professional experience to join our interdisciplinary teams in Adelaide and in Sydney.

You'll have demonstrated capability in one of the following:

- Using design-based processes to address social issues in a project based working environment.
- Facilitating complex place-based work, including building local capability, connecting to broader policy and systems levers and working with Aboriginal and Torres Strait Islander people.

You will be a reflective and active learner, deepening your own and others' knowledge in creating better social outcomes by participating in our unique learning program as part of what you do day-to-day.

You have a genuine energy, passion and commitment to working in the social sector and on society's most important challenges. You show empathy to both those you serve and also your colleagues & peers. You have excellent interpersonal skills, high levels of emotional intelligence, and an ability to provide a slick client experience.

You can handle uncertainty and change and can lead others through it, getting your head around complex and uncertain situations, seeing associations and explaining them to others. All of this, you do with humility and an ability to inspire.

You have a practical and outcomes-oriented approach - and you can put ideas into practice. You set challenging and realistic goals with clear measures of success.



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## Experience

- **At least 5 years** social or public-sector experience or social innovation experience
- Working in or with multidisciplinary teams
- Working with multiple and diverse stakeholders
- Project design and management including budgeting and financial management.

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## General skills & knowledge

- Desk and contextual research
- Understanding client needs
- Group facilitation
- Influencing change
- Support decision making
- Giving & receiving of feedback
- Evaluation and measurement
- Tender and proposal writing
- Create compelling and publishable project outputs
- Passion and commitment to working in the social sector and on society's most important challenges.
- Broad understanding of social policy and Australian politics.

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## Key capabilities

- Self-management including self-care
- Lead and deliver projects and project teams
- Written and verbal communication skills
- Interpersonal skills across diverse groups
- Adaptable style and approach based on context
- Customer and account management
- Financial responsibility
- Systemic and strategic thinking
- Work alongside senior stakeholders.

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## Education

- Degree level qualifications in relevant field(s).
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# Role ambitions

Location: Adelaide or Sydney

Employment status: 1 year contract

Terms: Full-time with some travel. Note the place-based position will involve significant travel that is likely to involve spending time in urban, regional and remote Australian communities.

The Senior Social Innovator role exists to lead the design, management and delivery of social innovation projects and initiatives that deliver positive outcomes for people, families, communities and partners. The five ambitions for the Senior Social Innovator role are:

## Outcomes

Demonstrating the value Social Innovation can have on people living their best life and solving the most complex social issues of our generation.

## Influence

Serving as an influencer to help us move social innovation from the fringes to a mainstream way of working across sectors.

## Practice

Supporting the advancement of social innovation methodology within the TACSI network alongside our partners.

## Sustainability

Contribute to the development of new relationships, ideas, business and business improvements that enable us to realise our mission and strategy.

## Culture

Contribute to a culture that enables people at all levels of social innovation expertise across the TACSI network, to flourish. In addition, play an active role in the learning of team members, partner organisations and clients.



# Role scope

As a Centre for Social Innovation, learning and then adapting must remain at the heart of our business. For this reason, we are organised into semi-autonomous teams called Pods. A podular organisation requires support structures that network the pods together so they can co-ordinate their activities, share learning and increase overall effectiveness. These support structures are what we call Platform. You will be a member of a Pod and will be supported by Principal Social Innovators, your colleagues, and the Platform. Read more about [our team](#).

You will be engaged in the design, management and delivery of our projects & initiatives. Drawing on your strengths and experience, you will be involved at various stages, from creating and converting customers and projects, to initial research, defining the problem and opportunity, guiding the ideation of solutions, prototyping and testing solutions, to the piloting and eventual implementation of solutions that demonstrate evidence of effectiveness.



You will be responsible for managing project timeframes and budgets, clients, project participants (e.g. community, end-users) and partners, as well as any other groups involved in a project (e.g. subcontractors, associates). You'll have a role in monitoring and evaluation and work with your peers to explore the broader impact and learning across the business.

You will play an active role in building and maintaining formal and informal networks that are of strategic benefit to the organisation. In addition, from time to time you will share your thoughts and learnings (through writing, speaking, events) to grow awareness of our work and approach. Supported by colleagues, you will contribute to business development activities (incl. creating and connecting opportunities, writing proposals, managing contracts etc.).

# Role responsibilities

## Financial responsibilities

- Project and initiative budgets
- Business development targets

## Design and deliver projects

- Design high impact projects & initiatives that focus on creating better outcomes for vulnerable people in Australia
- Manage and deliver projects or project milestones to time and budget, including a strong focus on client/partner relationships
- Ensure projects & initiatives hold a balance of revenue, scope and timelines
- Develop and nurture relationships with external organisations that are important forces in achieving our purpose
- Ensure our approach to monitoring and evaluation is incorporated in all projects & initiatives.

## Lead innovation practices

- Design, lead, and deliver work across the different stages of the innovation journey.
- Write compelling proposals & funding applications that align with our mission and strategy.
- Communicate the findings of our work in a purposeful and compelling way.
- Maintain working knowledge of emerging trends in social innovation and social impact
- Grow and maintain awareness of State and national policy agendas.

## Grow and maintain customers

- Build and maintain relationships with potential clients and partners ensuring alignment with TACSI's strategic vision
- Engage in customer learning, development & retention activities
- Secure further investment/buy-in to move solutions from idea to implementation
- Be a strong ambassador for TACSI's brand, mission and work.

## Lead self and others

- Support wellness of team members & peers
- Ensure safe and respectful interactions with vulnerable or marginalised groups
- Build and share knowledge of cultural competency
- Actively seek feedback and adjust practice or behaviour as a result
- Develop and facilitate learning with colleagues, partners and project participants
- Adopt and acknowledge behaviours that support TACSI's values
- Maintain formal and informal networks that support learning, sector connections and offer business development potential to the business
- Actively participate in Growth Horizons processes within proposed timeframes
- Ensure compliance and provide a safe workplace by adopting safe work practices and following procedures and policies.

# Working with us

Working with us offers a unique opportunity to deepen and broaden your skills, create a positive impact in people's lives, and learn from the rich knowledge and experience of our network.

As a team, we come from and bring skills from all over the world – Australia, the Basque Country, India, the UK, USA, Sweden and New Zealand.



We all share a deep and genuine commitment to seeing more people, in more ways, thriving across their lives. Few other organisations offer the opportunity to pioneer and refine a new way of creating positive social change.

You'll be able to put your name (alongside your colleagues) to the creation, implementation and scale of new solutions.

We also offer:

- Flexible work practices
- Dedicated time for professional development and learning
- A professional development allowance
- (If Adelaide) A bright and spacious office in the central city
- (If Sydney) A cosy work space in the city
- Recognition program for positive feedback
- A welcoming team with a sense of fun!

# How to apply

Make an application [here](#)

Any questions contact [info@tacsi.org.au](mailto:info@tacsi.org.au)



**Applications close 31st May**



We may call you to clarify things



**By 18 June all applicants notified.**

(We're sorry we can't get back to everyone with detailed feedback.)



Pre-work before the interview.



Interview in-person (or video)  
with TACSI team members



**Offers made late June / early July**