



## Job description: Senior Social Designer - Consulting

**Location:** Adelaide, Melbourne or Sydney.

**Employment status:** Fulltime, 12-month contract

**Salary band:** \$85,000 - \$140,000 (depending on experience and geography)

*We encourage applications from all backgrounds, communities and industries, and are committed to having a team that is made up of diverse skills, experiences and abilities. We welcome applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, mature-age people and people with disability, regardless of sex, sexuality or gender identity.*

### Who we are

The Australian Centre for Social Innovation (TACSI) is an independent, not-for-profit organisation working across Australia. We partner with communities and organisations to put people at the heart of shaping their lives and society. Together, we tackle big social challenges and build the conditions for social innovation.

### About the role

In this role, you will bring your design experience to participate in and co-lead the design, management and delivery of social innovation projects and initiatives that create positive outcomes for citizens, families, communities and partners.

You will contribute to the development of new relationships, networks, ideas and business that enable us to realise our purpose and strategy.

### What you'll bring to the role and TACSI

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

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.

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 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 and influence.

## **Your capabilities**

- Strong design and innovation practice and process skills
- Lead and deliver projects and initiatives - focussed on:
  - outcomes for people
  - delivery on time and on budget
- Written and verbal communication skills
- Interpersonal skills across diverse groups and strong client interaction skills
- Group facilitation
- Adaptable style and approach based on context
- Client relationship and account management
- Systemic and strategic thinking
- Qualitative and desktop research
- Self-care and self-management

## **Your experience**

- At least 5 years' relevant experience - public-sector experience, third-sector 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
- (Social design experience in a consulting environment is desirable)

## **Your knowledge**

- Social innovation practices
- Understanding of influencing change in communities and across organisations
- Methods to create compelling and publishable project outputs
- Passion and knowledge in working in the social sector and on society's most important challenges
- Broad understanding of social policy and Australian politics
- Cultural competency

## **Your education**

- Degree level qualifications in relevant field(s) of social sciences or design

## **Your key responsibilities**

**Lead self and others**

- Model and champion TACSI's 'Words to Live By' behaviours.
- Engage in core TACSI routines and learning experiences.
- Build and share knowledge of cultural competency.
- Actively participate in TACSI's Growth Horizon learning and development processes.
- Ensure compliance and provide a safe workplace by adopting safe work practices and following procedures and policies.

### **Design and deliver projects and initiatives**

- Design high impact projects that focus on creating better outcomes for people in Australia.
- Monitor and maintain 70% utilisation of full billable work.
- Manage and deliver projects to time and budget, including a strong focus on client/partner relationships and experience.
- 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 where possible.

### **Model social innovation excellence**

- Design, lead, and deliver work across the different stages of the innovation journey.
- Write compelling proposals and funding applications that align with our mission and strategy.
- Proactively seek to grow your knowledge in trauma informed practice and other core content areas aligned with TACSI's strategy.
- Initiate and maintain working knowledge of emerging trends in social innovation and social impact nationally and internationally.
- 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 purpose and strategy.
- Engage in customer growth and retention activities.
- Secure further investment/buy-in to move solutions from idea to implementation.
- Be a strong ambassador for TACSI's brand, purpose, work and learning.
- Maintain formal and informal networks that support learning, sector connections and offer business development potential to the business.

## **Your financial responsibility**

You will be required to manage projects and initiative budgets, including adequate tracking of your time when working on Innovation Consulting projects. You will contribute to revenue targets through securing projects and initiatives in alignment with TACSI's purpose and strategy.

## **Shaping your role at TACSI**

We're proud to have staff from diverse backgrounds and experiences working together at TACSI. While role narratives provide a structure for work expectations, we also encourage you to bring your own unique experience and work style to our team. We believe this helps TACSI strengthen our approach to innovation and problem solving, because true innovation comes from many sources, not just one.

## **Your relationships at TACSI**

In a networked, learning organisation, it is critical that you leverage the strengths and knowledge from across all parts of the business. You will be a part of project teams that form and dissolve around the work, some for a number of weeks, others extending to years.

To ensure you are adequately supported and growing your capability, you will be matched with some peers as part of TACSI's Circle of Support Program. In addition, you will receive direct support and coaching from Principals, Social Innovators and Directors as requested. Other key relationships include the Chief Innovation Officer and the Platform team.

## **Working at TACSI**

TACSI is a fast-paced environment where people from diverse disciplines, ages and experiences come together to tackle complex social issues and build the conditions for social innovation – all while helping each other learn and grow.

Working with TACSI 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 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 and approaches that enable people to live their best life.

We also offer:

- Flexible work practices in a genuinely supportive environment.
- Dedicated time for professional development and learning.
- A professional development allowance.
- A bright and spacious office in the central city of Adelaide.
- A cosy workspace in the city of Sydney.
- Recognition program for positive feedback.
- A welcoming team with a sense of fun!