

**APPLICATION INFORMATION PACKAGE: Deputy Chief Executive Officer**

**HOURS PER WEEK: 35 hours per week**

**APPLICATIONS CLOSE: Thursday 26<sup>th</sup> October, 2017**

**INTERVIEWS HELD: Monday 30<sup>th</sup> October, 2017**

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Thank you for your interest in applying for the above position with Leep. Please read the following notes carefully. They are designed to assist you in applying for a vacancy with the organisation.

### How to Apply

Your suitability for the position will be initially assessed on the details provided in your application.

Your application **must** address the Requirements of the Position section contained within this Information Package. Please clearly demonstrate how you meet Prerequisite Skills, Qualifications, Knowledge and Desirable Skills as this is how your application will be assessed.

**You must address every point in the prerequisites** and meeting the desirable will strengthen your application.

The Position Description should be read carefully as it describes the nature of the position, the major duties and responsibilities and the qualities required by the person to perform the job. Write your application so that the Selection Panel can fully appreciate your capabilities.

### Information to Include in Application

1. A completed **Application for Employment Form** (*enclosed*).
2. **Covering letter:** The covering letter of your application should include:
  - Your own address and other contact details;
  - The details of the position applied for;
  - Where and when you saw the position advertised;
  - Why you are interested in the position and what experience you have in that field;
  - When you are available for an interview.
3. **Requirements of the position:** It is essential that you clearly demonstrate in your application how you meet the:
  1. Prerequisite Skills, Qualifications and Knowledge
  2. Desirable Skills(See below for guidelines to address the selection criteria)
4. **Resume:** This is a brief outline of the main details of your working life. It should provide a clear and concise statement of your work experience and qualifications (see below for guidelines).

Applications close **Thursday 26<sup>th</sup> October** Each application must be marked **“Private and Confidential”** Deputy CEO and emailed to:

Cecily Michaels (CEO)  
[CecilyM@leep.ngo](mailto:CecilyM@leep.ngo)  
(02) 4721 1866 (ext. 21)

It is noted that any papers included with your application will not be returned to you and as such it is recommended that applicants retain a complete copy of their originals of any documentation.

## Guidelines for Application Documents

### 1. Addressing the Selection Criteria

Please do not apply unless you have completed this section, your application will not be considered.

- Address each criteria separately.
- Use a bold heading to identify each criteria.
- Describe how you meet each point with a few short paragraphs.
- Give example of projects, tasks, work experience and how you were involved to support your description of how you meet the criteria.
- Remember to include transferable skills and knowledge – sometimes your experience isn't directly linked to the point, but you have no doubt gained skills and knowledge in one context that could be applied in others.
- Try to be as clear as possible on how you meet the criteria.
- If you don't feel that you meet all the Requirements of the Position, respond as well as you can and indicate a willingness to pursue further professional development where needed.

### 2. Resume (or CV)

Resumes should contain the following basic information:

- Full name;
- Date of birth (optional);
- Your address;
- Contact telephone numbers (work, after hours, mobile);
- Education / qualifications;
- Short courses;
- Work experience / employment history (in brief);
- Personal interests and hobbies (optional); and
- 2 work referees of a Manager who has supervised you (names and phone numbers).
- Any other relevant supporting information.

## Interviews

If your written application is successful, you will be invited to attend an interview.

Prior to the interview, review any information you have about the position, organisation and local area, as well as remind yourself of your application.

On the day of the interview:

- Present yourself well – dress nicely for the interview.
- Arrive 10 minutes early.
- Don't assume that all members of the interview panel have read your application. They probably have, but tell them everything again.

## Points to Remember

- Do your research to find out what you can about the organisation.
- Emphasise your interest in and suitability for this position.
- Set out your application clearly, using headings to break up the information.
- If possible, type your application (or make sure that it is very neatly written).
- Keep a copy of your application and the advertisement.
- Do not assume that the selection panel knows anything about you or how you meet the prerequisite and desirable criteria. You will need to clearly show your skills, abilities and experience.
- Describe what you have accomplished rather than describing your responsibilities.
- Describe your abilities, potential and things you can do as part of this position by using your past experience as proof to support the claims you make.

## REQUIREMENTS OF THE POSITION

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To be considered for the position you must **meet and address** all of the:

1. Required Skills
2. Required Qualifications
3. Required Knowledge

Failing to address each criteria in the above by giving detailed examples regarding your experience will eliminate you from an interview.

Meeting the desirable criteria will enhance your application.

### Required Skills, Knowledge and Qualifications

#### Skills:

- Proven ability to manage the internal operations of a diverse, agile and expanding organisation
- Demonstrated ability to manage and develop staff and ability to foster an environment of collaboration
- Excellent interpersonal and relationship management skills, with a demonstrated ability to consult, influence and liaise with internal and external stakeholders from a variety of backgrounds and experiences
- Experience in planning and managing a diverse range of programs, with particular experience in capacity building, recruitment and training
- High level problem solving skills, with demonstrated experience solving complex or multifaceted challenges;
- Demonstrated experience leading, developing and implementing organisational policies, procedures and work practices;
- An excellent digital native

#### Knowledge:

- Extensive understanding of capacity building, recruitment, management and training preferably in the volunteer sector
- Comprehensive understanding of Work Health & Safety
- A sound understanding and commitment to the principles and practice of access and equity

#### Qualifications:

- Relevant tertiary qualification with substantial experience in community engagement

#### Other:

- A current NSW Drivers License and a comprehensively insured vehicle to use for work purposes
- Willingness to work flexible hours when required
- Commitment to social justice

### Desirable Skills, Knowledge and Qualifications

- Demonstrated experience working in the not for profit sector
- Experience working with CRM programs
- Certificate IV Training and Assessment or relevant training qualification



## Leep NGO

**Position:** Deputy Chief Executive Officer (35 hours/week)

**Team Member:** VACANT

### Organisation Overview

Leep NGO Inc is a group dedicated to creating inclusive communities for people experiencing disadvantage. We work to create inclusion through:

- **communityNet** – The leading online portal for the for-purpose sector in NSW. Leep communityNet's e-news provides all the information the Community Sector community needs direct to their in-boxes every week.
- **Digital Inclusion** – Leep believe digital inclusion isn't about technology, it's about people. We aim to close the digital gap through providing underserved and disadvantaged communities and individuals with the tools necessary to be included in and make the most of our digital society and economy. We work with a network of partners to create and run digital literacy programs for the one in five Australians who are not online.
- **Volunteer Solutions** – Leep connect volunteers with roles that matter, and work with Volunteer Involving Organisations to provide tools and frameworks that create effective volunteer management and retention.

### Position Overview

The Deputy Chief Executive Officer (DCEO) works alongside the CEO to drive the achievements and growth of Leep's programs and people.

The DCEO leads and manages projects and internal operations across Leep, providing a high level of support across a number of areas.

This fundamental role ensures the operational functions of Leep are maintained and ensures Leep remains at the cutting edge of volunteerism.

The position is based at Leep NGO's office in Penrith, and involves some travel.

The position is based on a 35 hour week, and is contracted until the 30th June 2019, with the possibility of extension.

### Characteristics of the Position

The Deputy Chief Executive Officer will display the following characteristics:

- Thrive in a dynamic and ever-changing environment, applying a solutions-focused attitude to efficiently respond to agile priorities and challenges
- Ability to think laterally and envisage the potential of projects and people
- Embody a curious mindset with a thirst for knowledge and be a ferocious learner of new skills
- Self-manage and adapt workloads, prioritize tasks and set goals with a flexible attitude
- Ability to work under broad direction and exercise managerial responsibility for relevant activities

## Required Skills, Knowledge and Qualifications

### Skills:

- Proven ability to manage the internal operations of a diverse, agile and expanding organisation
- Demonstrated ability to manage and develop staff and ability to foster an environment of collaboration
- Excellent interpersonal and relationship management skills, with a demonstrated ability to consult, influence and liaise with internal and external stakeholders from a variety of backgrounds and experiences
- Experience in planning and managing a diverse range of programs, with particular experience in capacity building, recruitment and training
- High level problem solving skills, with demonstrated experience solving complex or multifaceted challenges;
- Demonstrated experience leading, developing and implementing organisational policies, procedures and work practices;
- An excellent digital native

### Knowledge:

- Extensive understanding of capacity building, recruitment, management and training preferably in the volunteer sector
- Comprehensive understanding of Work Health & Safety
- A sound understanding and commitment to the principles and practice of access and equity

### Qualifications:

- Relevant tertiary qualification with substantial experience in community engagement

### Other:

- A current NSW Drivers License and a comprehensively insured vehicle to use for work purposes
- Willingness to work flexible hours when required
- Commitment to social justice

## Desirable Skills, Knowledge and Qualifications

- Demonstrated experience working in the not for profit sector
- Experience working with CRM programs
- Certificate IV Training and Assessment or relevant training qualification

## Accountabilities

- Lead and manage the operational functions of Leep to ensure the success and growth of the organisation
- Lead, manage and develop staff to deliver consistent, high quality and effective program outcomes, strategies, evaluations and future directions
- Identify strategic opportunities and challenges, adapting priorities and work practices when necessary
- Develop and maintain effective relationships at a senior level with internal and external stakeholders from a variety of backgrounds and experiences
- Demonstrate commitment to Leep values and brand personality
- Lead and manage organisational policies, procedures and practices
- Lead and develop strategic communications and sound engagement processes with stakeholders
- As a member of the Management Team, assist with organisational planning and reporting to the Board
- Deputize for the CEO as required.
- Maintain and build upon the reputation of Volunteer Solutions as a responsive, innovative service on the cutting edge of volunteering

## General Responsibilities

- Report against goals and targets as required which includes, but is not limited to:
  - Bimonthly Board reports
  - Annual reports
- Prepare for and attend support and supervision with direct supervisor(s) on a bimonthly basis.

## Shared Responsibilities

These duties are shared amongst the entire team at Leep NGO, with the expectation that each team members engages with them to the best of their ability.

- Promote the projects and activities of Leep NGO within the broader community.
- Undertake training appropriate to the position.
- Participate actively in staff meetings, staff appraisal/supervision mechanisms, and organisational planning sessions.
- Work collaboratively with other team members on a day to day basis in the running of the organisation in accordance with the 'Staff Common Responsibilities' booklet, by sharing skills, resources, projects and ideas.
- Work in accordance with the vision, mission, objectives and the Policies and Procedures of Leep NGO.
- Participate in the development and activities of other Leep NGO projects as required.
- Incorporate access and equity principles in the development of projects and activities and through the provision of training, resources and information.
- Participate in relevant networking and information exchange and collaborative activities relevant to the position.
- Participate in providing information for communityNet which is relevant to Community Services across NSW.

## Award

All employees of Leep NGO work under the Social, Community, Home Care and Disability Services (SCHADS) Award and the Leep NGO Staff Agreement and Contract of Employment.

We highly value our dedicated team and offer above award salaries and conditions of employment, along with opportunities for professional development.

## Work Health & Safety

Leep NGO is committed to Work Health and Safety (WHS) practices which reduce risk, prevent injuries and promote work satisfaction. Leep NGO strives to provide all staff, clients, volunteers, and board members with a safe and healthy environment.

All staff members are responsible for identifying any WHS issues. These issues must be reported to the WHS Representative who will then undertake appropriate action.

## Extent of Authority

The Deputy Chief Executive Officer will be directly responsible to the Chief Executive Officer. In accordance with Leep NGO's governance, the position is ultimately accountable to Leep NGO's Board of Directors.

## Key Relationships

### Internal

- Leep Board of Directors
- Leep Chief Executive Officer
- Leep Team

### External

- Peak Bodies
- Local, State and Federal government representatives

- Volunteers and students
- Volunteer involving organisations
- Volunteers
- Clients
- Community Sector workers

| Accountability   | Key Performance Measures  |
|--|---|
| Lead and manage the operational functions of Leep to ensure the success and growth of the organisation   | <ul style="list-style-type: none"> <li>• Ensure a cohesive, collaborative and healthy work environment is maintained</li> </ul>   |
| Lead, manage and develop staff to deliver consistent, high quality and effective program outcomes, strategies, evaluations and future directions     | <ul style="list-style-type: none"> <li>• Funded programs are all completed on time and within budget.</li> <li>• Be responsive to requests for support and assistance.</li> <li>• Support and supervision meetings with team members are held regularly and actions documented</li> </ul>   |
| Identify strategic opportunities and challenges, adapting priorities and work practices when necessary   | <ul style="list-style-type: none"> <li>• Assist the CEO to identify, research and respond to grants and potential funding opportunities</li> <li>• Evaluate programs and implement strategies for continuous improvement</li> </ul>   |
| Develop and maintain effective relationships at a senior level with internal and external stakeholders from a variety of backgrounds and experiences | <ul style="list-style-type: none"> <li>• Communicate with internal and external stakeholders in an engaged, timely and professional manner.</li> <li>• Relevant reports completed and submitted on time and in line with contractual agreements.</li> </ul>   |
| Demonstrate commitment to Leep values and brand personality  | <ul style="list-style-type: none"> <li>• Consistently display Leep brand values and personality across all areas of work.</li> </ul>  |
| Lead and manage organisational policies, procedures and practices  | <ul style="list-style-type: none"> <li>• Policies, procedures and workflow practices are reviewed, updated and implemented</li> <li>• Monitor and manage Leep's IT systems (e.g. network server, internet access), efficiently responding to and communicating problems when they arise</li> <li>• Respond to WHS concerns and office maintenance requests in a timely and efficient manner (in liaison with CEO and Office Manager)</li> </ul> |
| As a member of the Management Team, assist with organisational planning and reporting to the Board   | <ul style="list-style-type: none"> <li>• Collate Board Reports on a bimonthly basis</li> <li>• Attend and record minutes at bimonthly Board meetings</li> </ul>   |
| Deputize for the CEO as required.  | <ul style="list-style-type: none"> <li>• Fulfil acting CEO responsibilities when required</li> <li>• Represent Leep at external events, forums, meetings and conferences</li> </ul>   |

Maintain and build upon the reputation of Volunteer Solutions as a responsive, innovative service on the cutting edge of volunteering.

- Engage with State and National Volunteering Networks (e.g. VCN) and participate in conversations regarding State/National Volunteering policy and promotion.
- New initiatives and creative ways of engaging with volunteer sector actioned.
- Fee for service programs implemented with successful contracts in the areas of Volunteer Event Management, Volunteer Manager Training and Corporate Volunteer Program Planning.
- Applications pursued for relevant government and corporate contracts.
- Programs completed on time and within budget.

**Date Created:** 09/01/2017

**Date Revised:**

**Review Date:** 02/01/2018





## APPLICATION FOR EMPLOYMENT

| Position  |          |
|---|----------|
| Position You Are Applying For:  |          |
| Personal Information  |          |
| Family Name:  |          |
| First and Middle Names:   |          |
| Preferred Title ( <i>Mr, Ms, Mrs, Miss, Dr</i> ):   |          |
| Contact Address:  |          |
| Contact Telephone:  |          |
| Eligibility to Work in Australia  |          |
| Are you legally entitled to work in Australia   | Yes / No |
| <i>(Note: to be eligible for employment you <b>MUST</b> be an Australian citizen, permanent resident or possess a current work permit. Original documentation of your residence status <b>MUST</b> be produced upon request.)</i>   |          |
| Health Status   |          |
| Anti-discrimination legislation and Equal Employment Opportunity protect employees against unlawful discrimination. If special arrangements would assist your application for the position or in carrying out its duties, should you be successful in your application, please attach details. In some circumstances a job fitness medical may be requested. If so, the matter will be discussed with you. It is necessary for the Selection Committee to be aware of any disability or pre-existing medical condition which could affect your capacity to carry out all the functions of the position. |          |
| Do you know of any disability or medical condition which could affect your ability to carry out the duties of this position as you understand them?   | Yes / No |
| If yes, please provide a brief Explanation.   |          |
| Applicant's Statement   |          |
| <b>The information provided in this application and any attached papers are, to the best of my knowledge, true and accurate in every respect.</b>   |          |
| <b>I understand that any statement I make (or information I knowingly withhold) which is found to be false or misleading as to the substance of my application will constitute grounds for termination of any contract of employment entered into.</b>  |          |
| Yes / No  |          |
| FULL NAME: _____ DATE: ____/____/____   |          |