

POSITION DESCRIPTION

CHIEF EXECUTIVE OFFICER



Business Overview

Established in 1997 by the music industry, Support Act is Australia's only charity delivering crisis relief services to artists and music workers. Supported by its founding members APRA (Australasian Performing Right Association) AMCOS, (Australasian Mechanical Copyright Owners' Society), ARIA (Australian Recording Industry Association) and PPCA (Phonographic Performance Company of Australia), Support Act helps Australian artists and music workers facing hardship due to illness, mental health problems, injury or some other crisis to get back on their feet when they have hit a tough patch or just need breathing space. This support can be diverse and extensive ranging from assisting with daily living costs e.g. rent, bill paying to bringing comfort and dignity to people in the final stages of life.

Position Summary

Support Act's next Chief Executive Officer is required to build on the charity's success as Australia's only charity delivering crisis relief services to artists and music workers. The role requires visionary leadership, first class communication skills, excellent judgement, good business acumen and emotional intelligence. The Chief Executive Officer will work closely with the board of directors to develop strategy and will manage a small but highly effective staff team to deliver professional social welfare services to people in music.

Key responsibilities

Leadership

- Provide strategic vision and leadership within the plans set by the board of directors
- Oversee all operations to ensure they produce the desired results and are consistent with Support Act's strategy and mission
- Analyse problematic situations and identify solutions
- Drive Support Act's growth and development and guide it towards long-term success
- Exhibit values which foster a culture of respect, compassion, integrity, inclusion, equality and diversity.

Relationships

- Carefully nurture key relationships with the music industry, corporate sector, donors and other stakeholders
- Network widely to build new strategic relationships with potential donors and supporters
- Interact personally with community leaders, volunteers, members, service users (and their families)

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Fundraising

- Lead the Support Act fundraising strategy to maintain and build a sustainable programme of individual and corporate donations
- Hold strategic responsibility for the delivery of the annual fundraising targets
- Proactively seek out new income streams; write bids and deliver pitches
- Identify and cultivate fundraising opportunities with high value donors
- Be responsible for ensuring a high quality donor experience

Profile & reputation

- Be Support Act's figurehead and spokesperson in campaigns, media interviews and public events
- Implement an integrated media strategy, using traditional and digital channels which will raise Support Act's presence and profile in an engaging way
- Translate sensitive information about the lives of people in crisis into engaging communications and actions
- Deliver Support Act's message to encourage sympathy for artists and music workers in crisis

Services

- Supervise all casework, providing guidance and input into recommendations and decisions
- Maintain the quality and integrity of all service delivery
- Develop a thorough knowledge of relevant social welfare issues and services

Management

- Provide encouragement, support and skills development opportunities for each team member
- Support the team to understand how their contributions are vital to achieving wider strategic aims
- Ensure there are clear lines of accountability and responsibility across the team
- Ensure Support Act has appropriate management systems and structures in place to carry out its work effectively, accountably and productively to a consistent professional standard

Finance & legal

- Be responsible for the overall financial health of the organisation
- Direct all operations and business activities to ensure they produce the desired results and are consistent with Support Act's strategy and mission
- Deliver advice, recommendations and information to the board of directors in an effective, thorough and timely manner
- Ensure Support Act meets all statutory, legal, ethical and governance standards and reporting requirements.

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Board

- Be responsible for the content of all Board meeting agendas, in collaboration with the Chair.
- Oversee preparation of all Board papers, presentations, financial reporting and minutes.
- Keep the Chair regularly informed of all key developments impacting the organisation.
- Be responsible for AGM arrangements, in collaboration with the Chair and Company Secretary.

Key priorities for the new Chief Executive Officer during the next 12 months:

- Work with the board to develop a new three-year strategic plan
- Galvanise new relationships with donors Levi's Australia and The Tony Foundation
- Deliver the new 24 hour wellbeing service
- Commission a new casework management system
- Oversee the campaign to convert existing members to regular donors
- Plan the flagship fundraising event, Music in the House 2019

Personal Requirements

To effectively perform this position, the person will require the following:

Experience, Knowledge and Skills

- CEO/ GM experience in an equivalent size organisation and similar culture and purpose
- An understanding of contemporary governance and the capacity to work well with a Board
- Strong interpersonal and networking skills and attributes to build productive relationships and lead effective teams;
- Strong understanding of the sector and its environment and issues
- Strategic planning skills with the ability to lead a collaborative process to develop and implement an organisational vision, mission, and a strategic campaign plan that leads to results
- Financial planning and operational management skills
- Knowledge and experience of the non-profit, philanthropic, corporate and government sectors with the leadership ability to engage and build trusted relationships across these sectors
- A highly-developed ability to communicate key messages succinctly and clearly, both verbally and in writing, including skills in media and policy engagement
- Policy and advocacy skills with an understanding of the political and legislative process and how Support Act can contribute to policy change

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Behavioural Skills

- Team player with a collaborative approach (not a sole player/directive style)
- High emotional intelligence
- Focus on employee and partnership empowerment
- Values people and their contribution
- Has integrity, is honest and ethical
- Is resilient, flexible and approachable
- Committed to engaging and partnering with the community and key stakeholders
- An ability to lead, mentor and work with the team

Personal attributes

- A genuine commitment and passion for improving professional social welfare services to people in music
- An interest in the issues facing artists and music workers now and in the future
- Demonstrated capacity for creative, strategic thinking around new ideas and opportunities
- Entrepreneurial spirit with the ability to use initiative appropriately
- Self-starter who is results driven balanced with compassion
- Decisiveness and soundness of judgement
- Ability to tackle issues head on and lead courageously
- Accountable and able to take responsibility
- A desire for continuous improvement, actively seeking feedback
- Ability to clarify and share expectations

Qualifications

- Relevant tertiary qualifications or the equivalent.