

POSITION TITLE:	Senior Manager Knowledge, Policy and Capability Building		
REPORTS TO:	Executive Manager		
POSITION CLASSIFICATION:	Fixed Term		
AWARD/CERTIFIED AGREEMENT	Individual Contract		
LOCATION:	Carlton	APPROVED BY:	Peta Fualau
SALARY:	Competitive salary plus: <ul style="list-style-type: none"> <li>• Access to salary packaging</li> <li>• Superannuation paid as per the <a href="#">Super Guarantee</a></li> <li>• Annual leave loading</li> <li>• Generous entitlements including cultural leave options and flexible work arrangements</li> </ul>	LAST UPDATED:	November 2025

### About CMY

The Centre for Multicultural Youth (CMY) is a non-profit organisation based in Victoria. We've been shaping culture since 1988. Our purpose is to create a society where multicultural young people live a life where they are connected and can fully reach their potential.

At CMY, we find the gaps, partner with experts, model the future and deliver real outcomes. We are the shaper of systems, attitudes and behaviours that create the society we all deserve. Find out more: [cmj.net.au/about-us](http://cmj.net.au/about-us)

### About the Program Area

The Knowledge, Policy and Capability Building function area of CMY develops and delivers a range of projects, programs and services that focus on strengthening the skills, knowledge and confidence of professionals in the youth and other sectors in working effectively with multicultural young people. This aspect of CMY's work is to engender systemic change by influencing practice approaches and organisational change.

POSITION SUMMARY:
<p>CMY Senior Managers are key leadership positions accountable for overseeing effective and quality delivery of programs and services across the service continuum at local, regional and state-wide levels. This includes designing and implementing plans for operationalising CMY's strategic objectives and priorities and developing capability and capacity of CMY Staff, team leaders and Program Managers to develop an agile approach to project and program delivery.</p> <p><b>The Senior Manager, Knowledge, Policy &amp; Capability Building, will be:-</b></p> <ul style="list-style-type: none"> <li>• Accountable for the planning, management and delivery of quality programs, services and other initiatives within complex and fast-paced environments across multiple sites, localities and regions;</li> <li>• Responsible for the development and maintenance of an organisational culture of collaboration, continuous improvement, learning and effective risk management and quality assurance</li> <li>• Responsible for working collaboratively with CMY's Executive Team and across the organisation to lead CMY's policy and advocacy strategy</li> <li>• Able to translate strategic priorities into operational plans and oversee their implementation through efficient management of planning processes, effective resource allocation and agile project management approaches</li> <li>• As a member of the senior leadership team, collaborate directly with CMY's Executive Management team on</li> </ul>

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the development of strategies to strengthen organisational outcomes

- Develop and maintain strategic partnerships with communities, service providers and government and non-government stakeholders
- Represent and promote CMY to key stakeholders including Government Departments and the wider community
- Ensure quality, effective risk management and compliance with operational and legislative frameworks, policies and procedures
- Actively identify business opportunities, seeking new business— Fee for Service, Innovation, Consultancy, National initiatives, Philanthropy, Corporate sponsorship
- Actively identify and seek new business opportunities, including design of new business and/or initiatives and grant applications process
- Provide agile and proactive leadership and people management

*Areas of specific responsibility may change and/or expand over time as the organisation's priorities shift to better respond to our stakeholders' changing needs and our strategic priorities. This Position will be assigned to the Knowledge Hub area of CMY.*

The Senior Manager will be responsible for overall leadership, management and coordination of embedded initiatives and programs. The Senior Manager will take a lead on developing and maintaining multilevel stakeholder relations with government, non-government bodies as well as with organisations who work with multicultural young people. The role will work with and manage dispersed teams in a manner that encourages and facilitates collaboration consultation, communication and teamwork.

#### JOB RESPONSIBILITIES:

The Senior Manager will be:

- A member of the senior leadership team and collaborate directly with CMY's executive management team on the development of strategies to strengthen organisational outcomes;
- Accountable for the planning, management and delivery of quality programs, services and other initiatives within complex and fast-paced environments across multiple sites, localities and regions;
- Responsible for actively identifying and seeking new business opportunities, including design of new programs, projects and new grant opportunities;
- Responsible for translating strategic priorities into operational plans and oversee their implementation through efficient management of planning processes, effective resource allocation and agile project management approaches;
- Responsible for overall leadership, management and coordination of complex portfolios of work, including policy, advocacy, evaluation and capability building;
- Responsible for the development and maintenance of an organisational culture of collaboration, continuous improvement and learning;
- Responsible for working as part of CMY's Senior Leadership team to lead internal improvement strategies, including but not limited to, convening internal working groups and committees
- Accountable for ensuring quality, effective risk management and compliance with operational and legislative frameworks, policies and procedures, anticipating problems and taking initiative to implement necessary action to ensure outcomes are achieved within budget;
- Responsible for the developing and monitoring of budgets and preparing acquittal reports;
- Highly computer literate across the MS office suite applications, data management tools and virtual office tools.

Role Competencies	Responsibilities
Strategy	<ol style="list-style-type: none"> <li>1. Contribute to organisational strategic planning processes</li> <li>2. Develop, prioritise and translate strategic objectives with clear priorities and KPIs including setting, monitoring and meeting service and financial targets.</li> <li>3. Report to the executive management team on evidence-based needs analysis findings, service demand and trends to help inform strategic planning and organisational responses. This will include the preparation briefing papers for Executive Managers and other audiences as directed.</li> </ol>
Operational Management and Agile leadership	<ol style="list-style-type: none"> <li>1. Develop, lead, motivate and manage portfolio teams.</li> <li>2. Develop a culture of collaboration, knowledge sharing, cross skilling and problem solving through agile work practices, coaching, supervision and support of direct reports to ensure they are making a meaningful contribution to overall success.</li> <li>3. Be a change champion to ensure CMY's goal of developing an integrated, agile organisation is achieved, motivating others to be open to possibilities and continuous improvements.</li> <li>4. Support the development of program budgets with the Executive Manager and effectively manage program budgets and ensure regular effective monitoring of project funds.</li> <li>5. Responsible for providing agile and proactive leadership and people management for all direct reports.</li> <li>6. Develop a team culture of collaboration, knowledge sharing, cross skilling and problem solving through coaching, supervision and supporting team members to ensure they are making a meaningful contribution to overall success</li> <li>7. Prepare reports, briefs and papers of behalf of the Executive Manager for various audiences including but not limited to the CMY Board, government bodies and other partners</li> <li>8. Support Business Development by scoping and developing new business opportunities, support existing business offers and/or lead on funding proposals, fundraising strategies/events</li> <li>9. Be a change champion to ensure CMY's goal of developing an integrated, agile organisation is achieved</li> </ol>
Strategic Partnerships	<ol style="list-style-type: none"> <li>1. Accountable for identifying, cultivating, promoting and maintaining complex, multi-level positive relationships with internal and external partnerships to advance CMY's objectives, including with communities, service providers and government and non-government stakeholders;</li> <li>2. Responsible for representing and promoting CMY to key stakeholders including government departments and the wider community;</li> <li>3. Represent CMY on committees, forums and networks as required</li> </ol>
Communications	<ol style="list-style-type: none"> <li>1. Development of effective internal communication channels to meet organisational needs</li> <li>2. Be responsible for the consistent organisational 'voice' and CMY branding</li> <li>3. Inspires others to work together to shape culture (systems, attitudes and behaviours) for the benefit of young people and the community.</li> </ol>

CMY Policy & Procedures Framework	<ol style="list-style-type: none"> <li>1. Abide by the policies and procedures of CMY and operate within the Code of Conduct.</li> <li>2. Ensure staff awareness, training and compliance in policy and procedures</li> <li>3. Contribute to organisation quality assurance and risk management policy and procedures and ensure that these are effectively implemented in the portfolio area of responsibility</li> </ol>
Personal Effectiveness	<ol style="list-style-type: none"> <li>1. A drive for results: makes things happen, proactive and balance "analysis" with "doing"</li> <li>2. Willingness and ability to “roll up the sleeves” and assist to get the work done with a “can do” attitude</li> <li>3. Continuous improvement mindset with the ability to recommend process improvements for efficiency and effectiveness gains</li> <li>4. Perform all tasks in line with CMY values of Participation, Diversity and Human Rights.</li> <li>5. Consistent with the strategic directions of CMY carry out all other duties as directed.</li> </ol>

#### KEY SELECTION CRITERIA:

1. Strategic thinker with proven ability to operate at both the strategic and operational levels
2. Ability to consult and collaborate across an organisation with highly developed relationship management, influencing and change management skills
3. Proven ability to negotiate and partner successfully with government, non-government and community stakeholders.
4. Agile leadership skills with the ability to respond to change and new opportunities including the ability to implement effective improvement strategies.
5. Excellent negotiation, data analysis, and problem-solving skills including strong written communication (work plans, policy papers, reports, funding submissions/tenders, business cases, board reports).
6. Exceptional leadership skills and ability to lead high-performing teams with strong interpersonal skills including supervision, coaching, collaborating, and team building
7. Strong project management skills and the ability to adapt to changing circumstances, manage risk and budgets whilst achieving quality outcomes

#### QUALIFICATION REQUIREMENTS:

- Diploma or tertiary qualifications in Youth Work, Social Work, Social Policy or a related field and/or extensive knowledge and more than 8 years of experience in the not for profit sector including at least 5 years in leadership roles.

#### ADDITIONAL INFORMATION:

- CMY takes Child Safety seriously and short-listed candidates are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. These include but are not limited to Police Record and Working with Child Checks, and child safety focused referee checks;
- Applicants must have the right to work in Australia;
- CMY is an Equal Opportunity Employer;
- In the context of Occupational Health and Safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S;
- This role at times may require a capacity to work flexible hours; and
- A current driver's license is required.

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#### GENERAL REQUIREMENTS:

- Demonstrate CMY values and behaviours Participation, Diversity and Human Rights;
- Comply with the Employee Code of Conduct;
- Comply with CMY policies, procedures and regulations; and
- Consistent with the strategic directions of CMY carry out all other duties as directed.

#### CMY KEY OBJECTIVES AND ACTION STRATEGIES:

- My Community  
Young people are *connected, belong and contribute* to their families and the community.
- My Journey  
Young people are *empowered to access opportunities* and actively shape their own futures.
- My Voice  
Young people are *understood, accurately represented and influential*.
- My CMY  
CMY is a strong partner and recognised leader in working with diverse young people.

I have read, understood and approve the above position description:

Executive Manager .....  
Name

Executive Manager ..... Date ..... / ..... / .....  
Signature

I have read, understood and accept the above position description:

Employee Name .....

Employee Signature ..... Date ..... / ..... / .....