

Position Description



**Alannah & Madeline
Foundation**

Keeping children safe from violence

Position title:	Digital Licence Advisor
Department:	Programs
Reports to:	DL Product Manager
Job type:	0.5 FTE
Date:	Jan 2019

ABOUT THE FOUNDATION

The Alannah & Madeline Foundation is a national charity protecting children from violence and bullying.

The Foundation was set up in memory of Alannah and Madeline Mikac, aged six and three, who were tragically killed with their mother and 32 others at Port Arthur, Tasmania, on 28 April 1996. In memory of his daughters, Walter Mikac and a small group of volunteers – including Gaye and John Fidler who survived Port Arthur – set up the Foundation, with the belief that all children should have a safe and happy childhood without being subjected to violence. The then Prime Minister launched the Foundation on 30 April 1997.

The Alannah & Madeline Foundation cares for children who have experienced or witnessed violence and run programs which prevent violence in the lives of children. We play an advocacy role and we're a voice against childhood violence.

Our vision is that every child will live in a safe and supportive environment.

The Foundation is committed to Child Safety. Our Child Safe Policy outlines our safe practices for children.

Our values are Caring, Friendliness, Respect, Responsibility, Valuing Difference and Including Others.

POSITION IN CONTEXT

Reporting to the DL Product Manager, the Digital Licence Advisor is a member of the Program Delivery team and has accountability to support the delivery of the Digital Licence strategy across the Foundation. This role works with the DL Product Manager to ensure the DL is effective in delivering to the needs of children, young people and schools. The role requires regular travel within Victoria and interstate, delivering sessions to teachers on the use of the product.

FREEDOM TO ACT

- The Digital Licence Advisor works according to the policies and procedures of the Alannah & Madeline Foundation.
- The Digital Licence Advisor works in liaison/consultation with the Product Manager, Digital Licence and the Head, Program Delivery.

Position Description cont.



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MAJOR JOB RESPONSIBILITIES

- Work with the Head of Program Delivery and the Digital Licence Product Manager to plan, research and create customer-focused product resources.
- Gather, analyse and prioritise product & customer feedback to continually improve the product.
- Works with schools and school communities to build awareness, profile and sales of the eSmart Digital Licence.
- Cultivate and build on relationships with key Digital Licence funders such as Aurora, Stars Foundation and Google to ensure partnerships are strong and effective.
- Provide product resources and support relating to customer service needs of schools and parents.
- Ensure the growing profitability of the eSmart Digital Licence.
- Works closely with the Foundations Marketing team on campaigns and incentive-based ideas.
- Travel to schools to deliver face-to-face sessions to teachers
- Other tasks as directed by the DL Product Manager, Head of Program Delivery and GM, Programs.

KNOWLEDGE, EXPERIENCE AND REQUIREMENTS

- Minimum 5+ years' experience as a Primary School teacher (or presenter in a school setting)
- Demonstrated knowledge and experience of the Australian Curriculum
- Passion for student focused learning and education through empowerment
- A proven ability to provide customer focused services.
- Strong written and creative skills with a focus on customer experience relating to schools and parents/ carers.
- Demonstrated experience in using technical and data insights to shape and guide product outcomes.
- Experience working in a cross-functional team environment.
- Well-developed communication skills, experience and maturity to relate effectively with internal & external stakeholders.
- Technical skills include ability to create resources in Canva, PowerPoint and Graphic Organizer.
- A strong work ethic that adheres to the Foundations values, vision and mission, and operates well in a supportive environment.
- Willingness and ability to use own vehicle for work-related travel (appropriate reimbursement of expenses provided).
- A current drivers' licence, a Working with Children Check and Police Check.