

# Online Services Manager

*Not-for-profit Law*

## Online Services Manager, Not-for-profit Law

**An exciting opportunity has arisen to play an important role in one of Australia's most successful public interest and social justice organisations. Justice Connect is a not-for-profit organisation with a vision of a fair and strong community in which people have a fair chance at a better life, the community sector is strong and vibrant and the legal/justice and non-legal social systems are fairer and better.**

At Justice Connect, we believe everyone deserves a fair chance at a better life. Too often, our legal system is complicated, expensive and inaccessible. And when the system doesn't work for everyone, it works for no one. It holds our community back. That's why we use the law to help people and community groups left behind by an unfair and complicated legal system. Whether it's a single mother facing homelessness, a local community group struggling with overwhelming regulation or an older person dealing with family violence, real-life problems so often have legal solutions. That's why we connect people with legal help. We use the power of the law to open up the legal system for those locked out of it, and to change the system where it is broken.

The key to our impact is the passionate commitment of our people. We hold ourselves to the highest standards, driven by a desire to deliver real improvements in the lives of the people and communities we help.

Justice Connect is a leader in digital innovation in access to justice in Australia, with a reputation for pioneering digital self-help products to assist people and community groups with unmet legal need. Undertaking some of the most cutting edge work at the intersection of justice and technology, we are working on a range of projects to scale our impact and improve the experience of people seeking legal help.

This exciting new role is part of Justice Connect's Not-for-profit Law team, providing Australia's only dedicated community legal services for not-for-profits. Not-for-profit Law's acclaimed self-help website ([www.nfplaw.org.au](http://www.nfplaw.org.au)) has over 300 legal resources and is the foundation of the program's service delivery model. We also offer legal advice and educational services to organisations across Australia, and advocate for improved standards and legal frameworks for the Australian not-for-profit sector. We run a certified legal training social enterprise and deliver a dedicated service for Local Aboriginal Land Councils in NSW.

You will enjoy working within a dynamic team of not-for-profit lawyers and collaborating with our multidisciplinary innovation team to help develop new digital infrastructure and products which take our online services to the next level. You will have skills in human-centred design, digital communications and you'll be able to create a compelling voice, brand and presence that supports the Not-for-profit Law team to "help the helpers". You'll be able to project manage a website redevelopment on time to a high standard. And you'll have a demonstrated commitment to the for-purpose sector and a creative, innovative, action-oriented mindset.

This is a unique role, representing an extraordinary opportunity to gain real-world, applied experience in leading design thinking, product innovation and evaluation at the intersection of law, communications and design for the benefit of the Australian not-for-profit sector.

**We know our team and our organisation is stronger with a diversity of backgrounds and experience, including lived experience of the issues we work on. Aboriginal and Torres Strait Islander people, people of colour, people from culturally and linguistically diverse and refugee backgrounds, people with diverse religious beliefs, LGBTIQ+ people and people living with a disability are strongly encouraged to apply.**



Applications close 9am, Monday 18 January 2021.



## Position description

Position title	Online Services Manager – Not-for-profit Law
Position reports to	Head of Not-for-profit Law
Position Works in Close Collaboration with	Innovation and Engagement team (including Communications and Engagement Manager), Not-for-profit Law Heads and Managers, Online Content Lawyer and other subject matter experts
Employment status	12 months fixed term (likelihood of extension, subject to funding)
Hours	37.5 hours per week (1.0 FTE)
Salary	\$92,655.75 per annum, plus 9.5% superannuation, annual leave loading and generous salary packaging options
Location	Melbourne strongly preferred, Sydney considered (remote during COVID-19 pandemic)
Closing date	9.00am on Monday 18 January 2021
For further information	Contact: Juanita Pope, co-Head of Not-for-profit Law on (03) 8636 4423 or email <a href="mailto:Juanita.Pope@justiceconnect.org.au">Juanita.Pope@justiceconnect.org.au</a> (until 8 January) or Sue Woodward, co-Head of Not-for-profit Law, on (03) 8636 4468 or email <a href="mailto:Sue.Woodward@justiceconnect.org.au">Sue.Woodward@justiceconnect.org.au</a> (from 11 January)

## Role purpose

The Online Services Manager is responsible for managing key products, projects and the digital innovation strategy within the Not-for-profit Law team. The role has responsibility for project management of a redevelopment of the acclaimed Not-for-profit Law website as well as oversight of the program's communication strategy, including the publication of other Not-for-profit Law communications such as production of the monthly update.

The role will work closely with Justice Connect's Innovation and Engagement team in designing products, projects and initiatives for the Not-for-profit Law program that are aligned with organisational strategy and processes.

## Key responsibilities

The Online Services Manager is responsible for overseeing the delivery of online legal information and self-help services to community organisations across Australia, as part of the Not-for-profit Law team. In particular, this role is responsible for:

- Managing key projects involving design and development of digital products and services, including redevelopment of the Not-for-profit Law website and interactive online self-help tools for small not-for-profit community organisations
- Managing a program of digital outreach and communication to target audiences, including email updates, blog posts and social media content, working in consultation with lawyers responsible for legal sign-off and as part of Justice Connect's cross-team consumer outreach program
- Working as product owner for a series of products and in this capacity:
  - Running design and research processes for new products and strategies



- Leading development and launch of new products
- Evaluating and iterating existing products
- Leading and motivating staff and volunteers to achieve a high standard of work and nurturing a collaborative cross-program work culture
- Managing Not-for-profit Law's Online Content Lawyer and Legal Administrator
- Working collaboratively with the Manager of Training & Enterprise – Not-for-profit Law in developing, analysing and executing digital marketing campaigns to reach potential clients of fee-for-service offerings
- Contributing to the development of Not-for-profit Law's program strategy, and to the evaluation of the program's performance against key objectives, targets and deliverables
- Communication with key internal and external stakeholders including close liaison with Justice Connect's Innovation and Engagement team
- Contribute to fundraising, grants management and acquittals, and budget processes
- Working with the Principal Lawyer to ensure compliance with high professional standards of service delivery including insurance and community legal centre accreditation obligations
- Contributing to Justice Connect's Reconciliation Action Plan activities
- Together with Managers and Heads, help ensure that Justice Connect promotes staff wellbeing, diversity, cultural competency and Aboriginal and Torres Strait Islander peoples' right to self-determination.
- Performing other duties as directed and necessary to the proper performance of the role

*This job description outlines the current duties and responsibilities of the position. These will be reviewed on a regular basis with the position holder and are subject to change according to the needs and priorities of Justice Connect.*

## Selection criteria

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>● Project management certification (highly desirable)</li> <li>● Communications qualification (desirable)</li> <li>● Human-centred design certification (desirable)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>● Experience working on web platforms, in particular Wordpress</li> <li>● Experience in digital product design, evaluation and iteration</li> <li>● Experience in consumer research and engagement</li> <li>● Expertise in user data capture and analysis using tools such as Google Analytics, Hotjar</li> <li>● Experience in project management, ideally working in agile and highly collaborative environments</li> <li>● Experience in digital marketing</li> <li>● Managing complex internal and external stakeholder relationships</li> <li>● Managing contractors and administering contracts with third party suppliers</li> <li>● Working closely with software developers and designers</li> <li>● Managing competing internal demands and staying on track</li> <li>● Team management and stewardship</li> </ul>



	<ul style="list-style-type: none"> <li>• Experience navigating internal governance and strategic budgeting and planning processes to progress projects</li> <li>• Experience working in a not-for-profit organisation and/or social enterprise (desirable)</li> <li>• Managing and acquitting grants and in fundraising (desirable)</li> </ul>
<b>Knowledge, skills &amp; attributes</b>	<ul style="list-style-type: none"> <li>• A commitment to Justice Connect’s vision, strategy and values, including a demonstrated commitment to the not-for-profit sector</li> <li>• Commitment to building a deep understanding of, and working to support, community organisations as the key user of the products and services to be developed in this role</li> <li>• Advocate for best practice product design principles</li> <li>• Excellent communication skills and ability to cut through complexity</li> <li>• Leadership skills, including a demonstrated ability to influence, build relationships and collaborate with internal and external stakeholders</li> <li>• Outcomes-focused, with ability to stay focused and calm under pressure, to appropriately prioritise competing demands and meet deadlines</li> <li>• Strong analytical, evaluation and negotiation skills</li> <li>• Drive, focus, good judgment, entrepreneurial flair and a sense of humour</li> </ul>

## Employee benefits

Justice Connect offers employment benefits including salary packaging (making part of your salary tax-free), flexible working arrangements, above award annual leave provisions and opportunities for professional development. Justice Connect is an organisation that strives to show leadership, operate sustainably and demonstrate our effectiveness. You will be rewarded with a workplace culture that is professional, committed, collaborative and creative and where you can make a real difference through your work.

## Important information

For further information about Justice Connect and its work please visit [www.justiceconnect.org.au](http://www.justiceconnect.org.au)

### The application process is as follows:

- Applications should be addressed to **Juanita Pope, Head of Not-for-profit Law** and should comprise a cover letter, your resume, and a succinct statement outlining your suitability for the role with reference to the selection criteria
- Applications should be emailed to [hr@justiceconnect.org.au](mailto:hr@justiceconnect.org.au) as a **single word or PDF file** including “Online Services Manager, Not-for-profit Law via Justice Connect website” in the email subject line.
- Applications close at **9.00am on Monday 18 January 2021**.

