

POSITION DESCRIPTION

Senior Manager, Community Programs

Position classification:	Permanent
Division:	Community
Position Reports to:	General Manager Community
Roles Reporting to this Position:	No fixed direct report In the capacity as a project manager and event producer, the role may coordinate/oversee staff, contributors, contractors and external service providers.
Approved by:	General Manager, Community General Manager, Operations (HR)
Date:	28 May 2025

About Energy Consumers Australia

Energy Consumers Australia (ECA) is the independent, national voice for residential and small business energy consumers.

About the Role

The **Senior Manager Community Programs** plays a key role in designing, delivering, and evaluating a calendar of strategic engagement events and programs that connect allies, partners and stakeholders across policymakers from different sectors, the energy industry, and community organisations.

This hands-on role is responsible for building and maintaining collaboration platforms, including stakeholder roundtables and working groups, and for producing high-quality public-facing (and internal) events, and fostering coalition and community outreach aligned to ECA's engagement strategies.

Reporting to the General Manager Community, and in collaboration with teams across ECA, this role helps create connection, shared understanding and momentum toward outcomes that benefit energy consumers.

Key Responsibilities

The key responsibilities of the position include:

Outreach architecture

- Map opportunities across the network of partners, allies and stakeholders to plan and prioritise engagement efforts (e.g. calendars of civil society events and research conferences).
- Maintain and optimise ECA's CRM system and engagement tracking processes to support strategic follow-up and reporting.

Strategic engagement

- Work closely with ECA's Advocacy and Policy team to support and inform their engagement with community, including assisting with outreach as agreed.
- Support the establishment of collaborative engagement platforms, including stakeholder working groups and forums, and support the building and engagement of communities around these platforms
- Coordinate outreach to ECA networks, policymakers and community advocates.

Event production

- Plan and execute a structured annual calendar of events, including:
 - ECA's annual Foresighting Forum
 - Quarterly Energy Briefings to advocacy organisations
 - Targeted forums for specific consumer cohorts, including small business
 - A program of one-off stakeholder engagement events, for example webinars and in-person events to promote and launch new projects and research.

In producing these events, the role will collaborate internally with: the Advocacy and Policy teams to showcase ECA's work, the Public Affairs team on promotion, and the ECA Grants team to engage grant applicants and recipients.

- Lead the program and event design, content planning, and event production for these events, including engaging and managing event delivery service providers for larger events, to ensure clear objectives, excellent execution and high impact.
- Collaborate with the ECA Operations team to design and deliver key ECA internal events that facilitate strategic planning and foster a positive, connected workplace.
- Evaluate the impact of events and programs, capturing feedback, identifying lessons learned, and using insights to continuously improve future engagement activities and stakeholder experiences.

Safety and Compliance:

- Comply with ECA policies and procedures, including travel and expense policies. (The role is expected to travel from time to time to produce events and engage with stakeholders.)
- Maintain awareness of and fulfill responsibilities, authorities and accountabilities as defined by ECA's work, health and safety policy and management systems.
- Ensure that all incidents and hazards are reported in a timely manner.
- Identify and communicate key risks.

Key attributes:

- **Collaborative and emotionally intelligent**, with strong interpersonal skills and the ability to build trust and work effectively with diverse teams and stakeholders.
- **Creative and solutions-focused**, bringing a design mindset and practical approach to developing engaging programs and events.
- **Organised and dependable**, with strong project management skills and a commitment to delivering high-quality work on time and to brief.
- **Thoughtful and curious**, with sound judgment, critical thinking, and a proactive attitude to learning and improvement.

Qualifications and Capabilities

Essential

- Demonstrated experience in end-to-end management and delivery of projects
- Strong capability in stakeholder relationship management and alliance building
- Experience in initiating and executing events such as seminars and conferences, including program design
- Relevant tertiary qualification in a related field (e.g. event management, event production, social program management) or equivalent experience.

Desirable

- Proven success in designing and delivering high-impact campaigns or engagement programs
- Experience working in or extensively with not-for-profit sector
- Ability to work with and manage external service providers and contractors.