Pymble Ladies' College

POSITION DESCRIPTION

Title: **Head of Community Connections**

Date: **March 2024**

Reports to: **Chief Operating Officer**

Position Purpose and Objectives

The Head of Community Connections is pivotal in fostering collaborative relationships within and beyond the educational environment at *Pymble*. This role is dedicated to overseeing the planning and execution of all major events that engage students, parents, staff, and donors (on behalf of the *Pymble* Foundation and under the direction of the Director of Philanthropy), serving as the primary liaison with the *Pymble* Parent Association and other parent sub-groups. Additionally, this position entails overseeing the management of alumni relations (noting that once the College has established a Director of Philanthropy role that function will realign to that department), the operation of the College Shop, and facilitating robust ties with various community groups to enhance the College's presence and impact.

The role is of strategic importance within the College community and is required to bring expertise in the areas of project management, customer service, continuous improvement, stakeholder engagement and budget and cost management. A key component of this role is to ensure our stakeholders feel seen and valued and that at all times our College Values are reinforced. It reports to the Chief Operating Officer and works in close collaboration with the Head of Brand and Communications and members of the College Senior Executive and leadership teams to ensure alignment with the College's strategy, operations and brand in all activities.

This is a full-time role with out-of-hours work requirements due to the need to participate in functions involving students, parents/carers, ex-students and the *Pymble* Foundation. The role is located on the Pymble campus.

Core Job Role Accountabilities

1.   Event Management:

1.1.   Develop a strategy regarding events including a rationale and key benefits along with developing an annual events calendar and associated project plans for approval, ensuring that all stakeholders are appropriately consulted and involved.

1.2.   Ensure all events have the appropriate budget allocation and financial resources required to optimise the best outcomes for the College.

1.3.   Develop and implement risk assessments for major events.

1.4.   Lead the planning, organisation, and execution of comprehensive events for students, parents, staff, and the Foundation, ensuring high engagement and satisfaction and in line with the College's brand guidelines.

1.5.   Develop process documents for each event which serve as a blueprint for future years.

1.6.   Coordinate with relevant departments and external vendors to deliver successful events within budget and timeline constraints.

1.7.   Undertake reviews and ensure feedback mechanisms are in place for all events to facilitate continuous improvement.

1.8.   Ensure the Deputy Principal and or Head of Junior School is aware of all events and any changes planned to scheduled events in the near or distant future.

2.   Parent Liaison:

2.1.   Serve as the principal point of contact for the *Pymble* Parent Association and other parent groups, fostering strong and supportive relationships.

2.2.   Support the election of office bearers of the *Pymble* Parent Association and work with office bearers to provide guidance and support.

2.3.   Ensure any process manuals produced by the *Pymble* Parent Association are in keeping with expectations of the College.

2.4.   Ensure the Principal and Deputy Principal are informed as soon as possible should any significant concerns be raised by the *Pymble* Parent Association.

2.5.   Coordinate and participate in meetings, workshops, and events aimed at engaging parents in the College community.

3.   Community Group Liaison:

3.1.   Establish and maintain strategic partnerships with local community groups, as identified through the Service Framework and other strategic initiatives, to support mutual goals and enhance College presence.

3.2.   Identify and leverage opportunities for community collaborations and projects that benefit both the College and the wider community.

3.3.   Actively work to understand, and support the neighbours of the College including keeping them informed of building works and other events which may impact on local traffic and parking.

4.   College Shop Management:

4.1.   Oversee the operation of the College Shop, ensuring it meets the needs of the community and operates efficiently.

4.2.   Manage inventory, staff, and financial aspects of the College Shop, including budgeting and reporting.

4.3.   Implement changes to uniforms as required and regularly review stock management and ways of working to ensure optimal outcomes for the College.

4.4.   Discuss with Deputy Principal any matters pertaining to uniform which may be necessary.

5.   Team Leadership:

5.1   Lead, mentor, and develop the Community Connections team, fostering a collaborative environment that encourages innovation and high performance.

5.2   Manage the financial and human resources of the Community Connections team.

5.3   Ensure the team operates within a continuous improvement framework, adhering to project management, customer service, human resources and financial management best practice.

5.4   Conduct annual growth and development meetings with team members to formally support their career development.

6.   Reporting and Evaluation:

6.1.   Monitor, evaluate, and report on the effectiveness of community connection strategies and events, providing insights for continuous improvement.

6.2.   Write a one page overview for the Board, eight times per year ahead of Board meetings.

7.   Risk and Compliance:

7.1   Report directly to the Principal on any matters relating to child protection and all matters relevant to risk and compliance around fundraising activities.

7.2   Consistently adhere to College policies and procedures, importantly the Risk Management, WHS, Child Protection and *Pymble* emergency response practices.

7.3   Ensure risk management plans are in place for all events.

8.   Professional Learning

8.1.   In partnership with your manager, continuously align and develop your skills and professional development requirements to ensure that you are meeting the obligations of your role.

9.   Other duties that may be required from time to time.

PERSONAL CAPABILITIES

Qualifications:

- Bachelor's degree in Marketing, Communications, Public Relations, Business Administration, or a related field.

- 10+ years experience in event management, community engagement, stakeholder liaision and management, and team leadership.

- Experience working in an educational setting or similar environment is highly desirable.

Skills:

- Exceptional interpersonal, communication, and negotiation skills.

- Strong organisational skills with the ability to manage multiple projects simultaneously.

- Proven ability in building and maintaining relationships with a diverse range of stakeholders.

- Strategic thinking and problem-solving skills.

- Proficiency in database management and relevant software tools and strong skills in the Microsoft suite as well as design tools (such as Canva).

Additional Requirements:

- Flexibility to work evenings and weekends as required for events and meetings.

- Valid driver's license for travel as needed.