



Position Description

Project Manager
The Plug-in

Position Description: **Project Manager – The Plug-in**

General Details	
Title: Project Manager – The Plug-in	Classification:
Reports to: Head of The Plug-in	Industrial:
Program/Unit: The Plug-in	Direct Reports:

Role Purpose

The key focus of this role is the design and delivery of consumer research projects to generate reliable and valuable insights for The Plug-in's clients who want to improve products, services, research outcomes and policies for the growing 50+ market.

Function	Key Responsibilities
Research design, delivery and evaluation	<ul style="list-style-type: none"> • Draw on a repertoire of contemporary social and market research methodologies to design research programs which match client requirements and which can be delivered within budget and resource allocations. • Facilitate co-design sessions, focus groups, workshops and qualitative research interviews as required. • Design and implement surveys to generate reliable and valuable insights into the 50+ market. • Synthesise responses and analyse data to evaluate research and report on findings so that insights can be clearly understood and easily applied.
Project and Resource management	<ul style="list-style-type: none"> • Plan projects and write project proposals for The Plug-in including designing approaches, setting outcomes and deliverables, estimating financial and other resources required, managing risk and utilising collaboration co-design with The Plug-in team throughout all stages of the project. • Assist in the development of project budgets and manage resource allocation to deliver projects efficiently within budget. • Manage and deliver projects in line with client agreements. • Provide administrative and logistical support for projects as required. • In collaboration with the Head of Plug-in provide regular project and operational reports to the Chief Executive and Board as requested. • Liaise with The Plug-in Community Manager to recruit Influencers to meet client participant criteria.
Business development	<ul style="list-style-type: none"> • Support the Head of The Plug-in in business development and client relationship management including through attending client meetings, giving presentations and co-hosting client functions; • Preparation of grant applications, business cases, tender documents and other reports as required.

Team development and performance	<ul style="list-style-type: none"> • Build The Plug-in's project delivery capacity by engaging talented practitioners, providing training and development where necessary to create a pool of accredited Plug-in Associates using consistent high quality research methodology • Develop content for induction, briefings and training for projects and for industry, research and innovation and government partners. • Contribute to a team culture of collaboration and respect and lead outstanding internal and external customer service • Contribute and take responsibility for own participation and value within COTA SA including through effective communication, professional development and accountability for meeting goals
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Selection Criteria		
	Essential	Desirable
Training/Qualifications	Relevant tertiary qualification	
Experience/Knowledge	<ul style="list-style-type: none"> • Proven success designing effective market research programs using contemporary methodologies • Demonstrated experience in delivering projects using co-design processes • Experience as a facilitator of focus groups, workshops and co-design sessions • Direct experience conducting one-on-one qualitative interviews • Experienced in data analysis and research evaluation to uncover valuable insights • Experience working in market research, marketing, customer experience or similar • Experience managing projects to achieve agreed KPIs • Demonstrated ability to apply research findings to real world and commercial scenarios • Solid understanding and application of ethical considerations in social and market research 	<ul style="list-style-type: none"> • Established network of practitioners in the social innovation, co-design and engagement sectors • Awareness of how the 50+ market prefer to be engaged with • Familiarity with a not for profit or social enterprise operating environment • Confident user of CRM, survey, analytics and project management software programs including Zoho and Tableau • Experience managing and developing a small team of casual workers and volunteers • Business development, project cost estimation and tender writing
Skills/	<ul style="list-style-type: none"> • Aligned with The Plug-in values: 	

Abilities	<ul style="list-style-type: none"> ○ Agile ○ Accountable ○ Analytical ○ Approachable <ul style="list-style-type: none"> ● Strategic Direction: Generates and considers options for actions to achieve long-term organisational goals including strategy, cost, benefits, risk, timing, buy-in, legal and ethical constraints. ● Change: Responds positively and effectively to change and encourages and leads others to respond positively to change. Works to overcome resistance to change for self and others. ● Commercial Awareness: Demonstrates a range of capabilities in areas such as commercial awareness, financial competence and business performance reporting to ensure sound decision making. ● Customer Service: Builds effective relationships with a range of key stakeholders and works successfully with diverse groups. ● Team Development: Works collaboratively with team members to encourage and motivate team performance and looks for opportunities to reinforce, reward and celebrate achievements. ● Positive Disposition: Models professionalism, adopts high ethical and professional standards, commands attention and respect, and instils confidence needed to succeed; builds trust among team members. ● Self-Awareness: Understands own strengths and weaknesses as well as impact on others; is open to feedback from others. ● Personal Well-Being: Exhibits a personal energy to achieve success and maintains a healthy lifestyle. 	
Licenses/ Certificates	<ul style="list-style-type: none"> ● Maintenance of a full, unrestricted South Australian Driver's License ● A satisfactory National Criminal History Record Check 	

Special Conditions

- Duties of the position may vary according to business needs.
- Some travel interstate or intrastate may be required.
- There may be a requirement to work outside of normal business hours.
- The position is offered for an initial period of 6 months, with the option to extend for at least a further 6 months subject to funding and satisfactory performance.
- The position is offered part-time at 0.8 FTE, however full-time hours may be negotiated for the right candidate
- The salary will be negotiated with the successful applicant and will include 9.5% superannuation and access to salary packaging arrangements
- The position will be subject to an initial 3 month probationary period and regular performance reviews.

Supervisor Signature: _____

Print name: _____

Date: _____

Employee Signature: _____

Print name: _____

Date: _____