

Position Description

I. POSITION DETAILS:

- Position Title:** Relationships and Content Manager – PeaceWiseKids and PeaceWiseYouth
- Role focus:** PeaceWiseKids and PeaceWiseYouth relationship development, management and marketing
- ongoing relationship and new opportunity management and development
 - support of customers in their initial onboarding and then ongoing use of the courses
 - occasional presentation at conferences either as speaker or via stall representation
 - potential future involvement in the international expansion of these courses
- PeaceWiseKids and PeaceWiseYouth course content
- responsible for ongoing maintenance, revision of and strategic planning for content for PeaceWiseKids and PeaceWiseYouth
- Location:** Desirably South East Queensland, although other locations may be considered, with occasional travel required to fulfil role expectations
- Status:** Part Time Employee
- Working hours:** 10 hours per week
- These hours can be worked flexibly across the week, although some work hours must be allocated to either Tuesday or Wednesday. The 10 hours will typically be worked over at least two days in order to support prompt response times and ongoing dialogue.
- Reports to:** Reports and is accountable to:
Founding Director (who has portfolio responsibility for PeaceWiseKids and PeaceWiseYouth)
- Significant Relationships:** The Relationships and Content Manager additionally liaises with identified key stakeholders and service providers including:
- CEO – particularly in relation to some aspects of the relationship management aspects of the role
 - PeaceWise Leadership Team
 - School and church organisations/groups, SRE bodies, other potential user-stakeholders

- If new content is being created - content creators and collaborators – writers, videographers, graphic artists etc
- PeaceWiseKids office staff and volunteers who work in the areas of focus of this role

2. ROLE DESCRIPTION

Under the direction, guidance and support of the Founding Director, your role is:

- Relationship management of new and existing PeaceWiseKids and PeaceWiseYouth customers.
 - Manage accounts and new opportunities from their inception, including:
 - Responding to initial enquiries from schools, churches, others and individuals through and via FreshDesk or other agreed processes
 - Sowing into and embedding existing relationships with schools, organisational entities (as agreed with the Founding Director) and individuals (where there is strategic relevance)
 - Educate and support customers with regard to curriculum approach, curriculum rigour/alignment, articulating differences between courses and modes of course delivery – which may involve both in person and Zoom-based sessions with customers
 - Managing the process for surveying the customer base as a quality improvement and feedback initiative and reviewing the data which comes back through those surveys
- Actively participate in ongoing initiatives to promote sales of PeaceWiseKids and PeaceWiseYouth, including being the key person monitoring and managing the ongoing licence renewal process for existing users.
- Actively promote and build relationships with potential users and stakeholders to develop the profile, recognition and uptake of PeaceWiseKids and PeaceWiseYouth across all age groups, including for example meeting with school, denominational/church staff, presenting at conferences, etc. to explain and promote PeaceWiseKids and PeaceWiseYouth.
- Manage the ongoing maintenance of course content for PeaceWiseKids, PeaceWiseYouth and associated courses such as the PeaceWise unit within the GodSpace Purple Curriculum and other new content or bespoke course development opportunities or revisions over time.
 - This includes fixing “glitches” which may arise within online courses from time to time where actual programming is not required, or briefing our IT consultants on issues needing fixing or updating
- Liaise regularly with Founding Director and the CEO and other key stakeholders to report on relationship and customer management status, and do collaborative planning together
- Leverage existing PeaceWise relationships and content to explore opportunities to collect and curate compelling stories of the impact of PeaceWiseKids and PeaceWiseYouth in the lives of organisations and individuals (which may include being a key part of a proposed new national competition to share these stories, planned for commencement in 2024 which may be loosely modelled on the ABC’s Haywire competition).
- Liaise regularly with the Founding Director and the CEO to coordinate strategy for relationship management for PeaceWiseKids and PeaceWiseYouth in alignment with overall PeaceWise planning in this area.

- Actively participate as requested in PeaceWise events and initiatives aimed at raising profile and support (people and money) for PeaceWiseKids and PeaceWiseYouth.
- Contribute as appropriate in discussion with the Founding Director to speaking events, conferences, online forums etc., including some, but not extensive, amounts of travel during the year.
- Over time, review all existing PeaceWiseKids and PeaceWiseYouth content to bring greater consistency of course content and other matters such as language, format, acknowledgements and approach to course delivery.

3. ORGANISATIONAL CONTEXT:

PeaceWise's purpose is: 'Promoting peace and reconciliation in relationships through biblical principles and the power of Christ.'

PeaceWise believes that being wise in making and maintaining peace is something that more people want for their lives, but many often just don't know how to make this happen. People everywhere in all manner of different situations are confronting conflict and disputes. PeaceWise believes that the Bible provides real and practical strategies on how we can approach and respond to conflict, to turn it into something which can build relationships, rather than only damage them.

The particular focus of PeaceWise's ministry is the local church and Christian schools, including seeking to help build true cultures of peace within these communities. However, the ministry continues to grow and expand its ministry horizons, and this trend is likely to continue.

4. POSITION CONTEXT:

Following a long term vision to build comprehensive, world-class biblical peacemaking courses for children and young people, in 2021 the 7 courses which comprise PeaceWiseKids and PeaceWiseYouth were joyfully completed. These courses are mapped to the Australian curriculum, and are currently being used in more than 50 schools in Australia – and one in the United States.

This role plays a central part in increasing the uptake and ongoing renewal of use of the PeaceWiseKids and PeaceWiseYouth materials and spreading awareness of them and the stories which have arisen from people and organisations using them.

The role has the dual purpose of both:

- continuing to spread the blessings of the gospel of peace through ongoing and increasing use of PeaceWiseKids and PeaceWiseYouth through Australia and potentially beyond; and
- supporting the financial position of PeaceWise through the revenue which is generated through this occurring.

The Relationships and Content Manager will have a proven ability to manage relationships, think strategically, leverage existing and build new relationships and be able to operate at both the bigger picture and daily operational management levels.

They will be passionately invested in bringing the gospel of peace to children and young people, and have an existing high level expertise in teaching within the context of Christian education. They will be a self-starter and able to tackle both ongoing relationship management and project work and everyday tasks and see them to

conclusion with a minimum of supervision. They will be highly organised and efficient in systems and processes, with a high degree of competence with technology.

In order to fulfil this role, the Relationships and Content Manager will display maturity, a high degree of intuitiveness and initiative, as well as the capacity to communicate effectively and in a relationally sensitive way with a wide range of people. As a first point of contact with the “user community”, they must be intensely customer-focused and able to positively represent the ethos and values of the organisation.

5. PEACEWISE’S EXPECTATIONS:

All employees of PeaceWise commit, with the help of the Holy Spirit,

- to walk together in Christian love with others working for PeaceWise
- to seek to support the work of PeaceWise and Christian peacemaking as they are able
- to address matters of conflict in a biblical and godly manner consistent with the principles for peacemaking that are promoted by PeaceWise; and
- if it is possible, as far as it depends on them, to live at peace with everyone (Romans 12:18).

All employees must adhere to the PeaceWise Statement of Faith, and will be committed to being:

- Supportive of the biblical framework and overall purpose of PeaceWise
- Active in promoting and modelling Christian values
- Contributors to a caring and supportive working community
- Focused on the needs of PeaceWise’s clients
- Facilitators of positive and productive community relationships
- Focused on developing a culture of excellence
- Continuously seeking to improve their skills and knowledge base

6. SELECTION CRITERIA/COMPETENCIES:

The ideal candidate will possess the following competencies, skills, qualifications and experience:

Role-specific:

- Extensive teaching experience within Christian education in Australia
- Strong existing relationships with multiple stakeholders in Christian education
- Strong relational skills and a commitment to effective communication and efficient transactions
- Meaningful involvement in the production of high quality Christian educational material for kids
- Experience in raising awareness of and engagement with PeaceWiseKids and PeaceWiseYouth courses, content and stories
- Proven relationship management and reporting experience
- Ability to successfully move interested persons through the journey to engagement, purchase and ongoing use of PeaceWiseKids and PeaceWiseYouth course content and materials

General:

- Strong prayer life and local church involvement
- Strong ability to think strategically and “execute” to plan
- Organised, pro-active and professional

- Attention to detail
- High level of computer/IT skills
- High level of interpersonal skills
- Strong alignment with the Christian ethos of PeaceWise
- Good time management skills with a capacity to prioritise
- Excellent communication skills – both verbal and written

7. PEACEWISE STATEMENT OF FAITH

This statement reflects a contemporary summary of the central doctrines in the Bible, which are also presented in the historic creeds of the Christian church.

- The Bible is God's unique revelation to people. It is the inspired, infallible Word of God, and the supreme and final authority on all matters upon which it teaches. No other writings are vested with such divine authority.
- There is only one God, creator of heaven and earth, who exists eternally as three persons - Father, Son, and Holy Spirit, each fully God yet each personally distinct from the other.
- All people are created in God's image and matter deeply to Him. Central to the message of the Bible is that God loves people, and invites them to live in communion with Himself and in community with each other.
- Apart from Jesus Christ, all people are spiritually lost and, because of sin, deserve the judgment of God. However, God gives salvation and eternal life to anyone who trusts in Jesus Christ and in His sacrifice on his or her behalf. Salvation cannot be earned through personal goodness or human effort. It is a gift that must be received by humble repentance and faith in Christ and His finished work on the cross.
- Jesus Christ, second Person of the Trinity, was born of the Virgin Mary, lived a sinless human life, willingly took upon Himself all of our sins, died and rose again bodily, and is at the right hand of the Father as our advocate and mediator. Some day, He will return to consummate history and to fulfil the eternal plan of God.
- The Holy Spirit, third Person of the Trinity, convicts the world of sin and draws people to Christ. He also indwells all believers. He is available to empower them to lead Christ-like lives, and gives them spiritual gifts with which to serve the church and reach out to a lost and needy world.
- Death seals the eternal destiny of each person. At the final judgment, unbelievers will be separated from God into condemnation. Believers will be received into God's loving presence and rewarded for their faithfulness to Him in this life.
- All believers are members of the body of Christ, the one true church universal. Spiritual unity is to be expressed among Christians by acceptance and love of one another across ethnic, cultural, socio-economic, national, generational, gender, and denominational lines.
- The local church is a congregation of believers who gather for worship, prayer, instruction, encouragement, mutual accountability, and community with each other. Through it, believers invest time, energy, and resources to fulfil the Great Commission — reaching lost people and growing them into fully devoted followers of Christ.