



Manager Design and Innovation (.06-.8FTE)

Position Description

Reporting to:	Head of Strategy and Partnerships	Work location:	Any capital city or otherwise by negotiation
Department:	54 reasons	Budget holder:	No
Team:	Strategy and Partnerships	Direct reports:	Not at present, may over time

About 54 reasons

54 reasons is Australia's leading child rights organisation, proudly part of the Save the Children Australia Group and global movement. We're here to make sure that everyone understands their rights. So that children and young people have their rights met and thrive, in all their diversity.

We champion the children, young people and families we work with. We are inspired by the curiosity and creativity of children, and motivated by the love of those who care for them. With the child's voice at the centre, we provide quality services to children and their caregivers, advocating with them so that children develop, learn, and are connected, safe and confident.

Our people are proudly local, and as diverse as the communities we serve - in every state and territory, and across regions, remote areas and capital cities. Our operations and services span the early years and school engagement, youth justice, domestic and family violence and family support, and our practice is grounded in child rights and participation.

From our 54 Reasons Practice Framework to our culture where you will feel valued, belong and make a difference for children, 54 Reasons is truly a place you will **learn and grow**. Find out more about *Our Promise* to Children and Young People and how our Practice and Impact measurement team works to ensure the provision of high quality, contemporary and inspiring service, practise and outcomes that meet and exceed client needs. [Our Approach – 54 reasons](#)

Here you'll make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

Role Purpose

This role leads design-led innovation at 54 reasons, ensuring that services, experiences and new initiatives meaningfully improve outcomes for children, young people and their families. The successful candidate will do this by:

- setting and driving our approach to design and innovation as an organisation
- facilitating design, development and testing for new and/or improved service models so that innovation translates into sustainable, fundable and implementable services
- championing design across 54 reasons and building organisational capability, and
- building and supporting partnerships and business development pathways required to scale innovation across Australia.

In doing so, the Manager plans and works collaboratively with state and territory operational leaders, internal and external subject matter experts, service delivery and funding partners.

Working at the intersection of strategy, delivery, voice, partnerships and growth, this role will ensure we delivers on our core strategic commitments to children, staff and partners:

- Listening deeply and responding meaningfully to children's voices, building impact, trust and accountability.
- Scaling and partnering in areas where children's rights are not being met deeply or consistently.



- Embedding child and client experience as a key input into service and experience design or redesign.
- Contributing to wider systems-change initiatives that further children's rights here in Australia.

Here your skills will be valued

Design & Innovation Strategy

- Develop and lead a national design and innovation approach aligned to 54 reasons' organisational strategy and child rights commitments
- Together with operational teams and subject matter experts, identify priority areas where design and innovation can deliver the greatest impact for children, young people and families
- Establish clear pathways for innovation to move from concept to test and learn, implementation and scale
- Ensure design and innovation approaches are ethical, child-safe and grounded in lived experience

Child, Young People & Family Engagement

- Uphold best-practice approaches for meaningful, inclusive and ethical engagement with children, young people and families
- Ensure children's voices and lived experience inform service design, innovation priorities and decision-making
- Together with practice specialists and the Australian Centre for Child Rights, build capability across the organisation to engage children and families in design, safely and effectively

Service Design, Development & Implementation

- Lead end-to-end service design processes, from discovery and design through to implementation, testing and iteration
- Ensure innovative service concepts are operationally viable, fundable and scalable
- Provide senior design leadership for high-value tenders, service transformations and strategic initiatives
- Work closely with operational leaders to embed design into continuous improvement and service and organisational development

Building National Design & Innovation Capability

- Establish and steward a design and innovation function within 54 reasons
- Build internal capability through coaching, mentoring, tools and ways of working
- Contribute to workforce planning for design and innovation, including future team growth and specialist capability
- Act as a senior advisor to leaders on design-led approaches to complex problems on both a service and business level

Business Development & Growth for Service Innovation

- Work closely with Strategy, Partnerships and Business Development staff to identify, shape and pursue future opportunities
- Contribute to business development, tender and funding proposals, ensuring strong innovation narratives and evidence-based design
- Engage productively with philanthropy, government, not-for-profits and private organisations to co-design, fund and scale innovative services
- Position design and innovation as a strategic asset in growing 54 reasons' impact and sustainability nationally
- Foster cross-state and cross-disciplinary learning and collaboration

Partnerships & External Engagement

- As a core member of the Strategy and Partnerships team, develop and steward strategic partnerships that support innovation, learning and scale
- Strengthen position of 54 reasons as a key contributor to field-building in child-centred design and social innovation
- Represent 54 reasons in relevant innovation, design and child-focused forums and networks

- Contribute to thought leadership where appropriate to strengthen 54 reasons' influence and profile

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the [Child Safeguarding Policy](#) & [Code of Conduct](#)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

All roles at Save the Children contribute to our impact for children

At Save the Children and 54 reasons, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring to this role:

Essential knowledge or experience

- Deep experience in design, service design, innovation or social innovation, ideally in a senior role within complex social services or child and youth-focused contexts
- Demonstrated ability to lead design and innovation strategy, not just projects
- Experience translating innovation into implemented, funded and scaled services
- Proven capability in business development, partnerships or funding-related work linked to innovation
- Strong track record of engaging children, young people and families ethically in design processes
- Ability to influence senior leaders and work across organisational boundaries
- Ability to self organize and 'right-size' to strict timelines, with strong initiative and problem-solving skills and a feedback and learning mindset

Additional Information

- Any offer of employment at 54 reasons will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- 54 reasons is an Equal Opportunity Employer

Driver's Licence:

Working with Children Check:

Required

Required

Travel:

Assets:

Some travel required

Laptop