Workplace Partnership Manager

To meet the growing need for workplace wellbeing programs across Australia, we are seeking a motivated, engaging and customer-focused Workplace Partnership Manager to support our workplace partners through high-quality program delivery, onboarding, ongoing relationship management and partnership growth.

- **Full-time**
- **12-month contract (with opportunity for extension)**
- **Working from Collingwood, VIC**
- **Frequent travel to workplaces in metro and regional areas with occasional interstate trips**

About TRP

The Resilience Project (TRP) exists to inspire happiness and change lives. We're on a mission to make wellbeing accessible to everyone, everywhere - guided by a simple but powerful vision: *Wellbeing. Every home. Everyday.*

Through evidence-based education programs, workplace initiatives, podcasts, events and resources, we teach practical strategies that help people build resilience and wellbeing.

We've delivered programs to 3,500 schools and early years services, 850 workplaces, and elite sport, including Australian cricket, netball, soccer, NRL and AFL teams.

Our team is driven by the opportunity to make a meaningful difference every day.

Life at TRP

At TRP, we're driven to have an impact through everything we do. We're guided by our values - **humble, inclusive, passionate, professional and curious** - and experience care, trust and challenge every day.

We **care**. We genuinely enjoy working together, like to have a laugh and value connecting with each other.

We're **trusted**. We're outcomes driven, believe in our abilities and are trusted to deliver, which is why we have autonomy and flexibility to lead our own work.

We're **challenged**. We grow by stretching ourselves to constantly improve, learn new things and give each other honest feedback.

About the role

This role sits at the centre of our workplace partner experience. You will be delivering engaging wellbeing presentations and workshops to organisations across Australia, while also supporting clients through a proactive, customer-focused partnership journey from onboarding through to delivery, follow-up, and future partnership opportunities.

A key part of the role is facilitation - delivering TRP content in a way that is engaging, practical and relevant for different workplace audiences. Alongside this, you will manage the client experience by building strong relationships with key workplace contacts, helping to ensure that partners feel supported, understand and confident in the value TRP brings to their people.

You will work closely with Sales, Operations and Program Development teams to ensure workplace programs are set up smoothly, delivered effectively, and will follow up in a timely manner that supports client retention, future needs and partnership growth opportunities.

Through this role, you will have a unique opportunity to positively impact the mental health and wellbeing of thousands of employees across a broad range of organisations and industries.

What will you be doing?

- **Facilitating Workshops** - Deliver and facilitate engaging wellbeing workshops, in person and remotely, for employees across a range of workplace settings. Adapt your facilitation style to suit different audiences, industries and organisational needs.
- **Client Onboarding** - Support a smooth handover from Sales into onboarding, including reviewing client notes, coordinating welcome meetings, confirming program requirements and ensuring workplace partners feel clear, supported and confident ahead of delivery.
- **Partnership Management** - Build trusted relationships with key workplace contacts and act as an ongoing point of contact throughout the partnership. Proactively check in with clients after delivery to understand their experience, gather feedback, identify future needs and explore opportunities to deepen TRP's impact.
- **Retention & Partnership Growth** - Identify opportunities to extend the impact of TRP's workplace programs through repeat engagement, additional TRP workplace offerings, or broader wellbeing support.
- **CRM & Pipeline Management** - Maintain accurate client records, meeting notes, next steps, future opportunities and account activity within the CRM. Use pipeline visibility to support prioritisation, forecasting, and proactive follow-up with existing workplace partners.

About You

We are looking for someone who shares the TRP values and is passionate about our purpose to "inspire happiness and change lives".

You'll need to thrive in a fast-paced, dynamic environment, be driven to achieve outcomes, proactively lend a helping hand, embrace challenge and bring a positive, can-do attitude to your work.

Our ideal candidate will also have:

- 5+ years of professional experience in facilitation, account management, client success, partnerships or a related field
- Strong presentation and facilitation skills, with the ability to engage a range of workplace audiences both in person and online
- Excellent relationship management skills, with the ability to build trust and credibility with senior stakeholders, people leaders and client contacts
- Experience managing client accounts, partnerships or customer journeys, including onboarding, delivery, follow-up and retention
- Well-developed problem solving, prioritisation and decision-making skills
- Proven ability to manage competing priorities, work autonomously and collaborate productively as part of a team
- Strong attention to detail and confidence maintaining accurate client records and pipeline activity in a CRM

Interested?

If this opportunity sounds like the right fit for you, please click on the following link to submit your application **before 9am AEDT, Monday 19th October**:

Click here to apply

If you have other specific questions about this opportunity, please contact Emma at emma@simplyhr.net.au.