

Trust for Nature

Position Description



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| Position | Landholder Engagement Officer |
| Department | Nature Markets |
| Location | Melbourne CBD |
| Employment status | Full-time – flexible 12-month fixed term contract with opportunity for extension |
| Remuneration | 3.2 + superannuation |
| Reporting line | Nature Markets Manager |
| Direct Reports | None |

About us

Trust for Nature is a not-for-profit organisation that works to protect native plants and wildlife in cooperation with private landowners.

Created in 1972 under the *Victorian Conservation Trust Act 1972 (Vic)*, Trust for Nature has a proud history of working across the government, not-for profit and private sectors to achieve permanent protection of important conservation land across Victoria. We have a culture that supports and inspires conservation achievement and personal development, both within the workplace and beyond.

Our Vision

A future in which Victoria's nature is valued, protected and thriving

Our Purpose

We work with Victorians to protect nature on private land forever.

About the role

At Trust for Nature, our 'product' is a conservation covenant – a legal agreement that protects nature on private property forever, and our 'customers' are people who own land with high conservation value.

Initially reporting to the Nature Markets Manager, this role is essential in driving landholder engagement and delivering self-funded covenant targets. This includes following leads from our regional team, building relationships with landholders, compellingly communicating the benefits of covenanting property to protect nature forever, guiding landowners through the covenant opportunity from enquiry through to an agreement and providing continuous support to facilitate the covenanting process.

Key Responsibilities

The primary responsibilities of the role include:

- Develop a thorough understanding of TFN's business and covenant offerings
- Take inbound calls and respond to email enquiries from landholders
- Follow up on internally generated leads through outbound calls and emails
- Build relationships with and listen to the needs and priorities of landholders
- Clearly and compellingly communicate the benefits of putting a covenant on a property
- Engage with landholders and hold discussions to convert opportunities
- Refer landholders to other people/products within TFN where mutual value can be provided
- Track contacts and interactions using Salesforce and keep informative notes
- Contribute to and maintain the database of landholders who have expressed interest in covenanting their property
- Coordinate the conversion process, including working with other teams to set up agreements, generate invoices, and arrange for regional team members to complete desktop assessments of the property in question
- Provide landholders with regular updates throughout the covenanting process
- Identify and implement process improvements and contribute to the development of procedures and training where appropriate

Key Relationships

- Landholders / prospective covenantors
- Regional Operations team
- Legal team
- Development team
- Other key stakeholders

Knowledge, Skills and Experience

- Strong experience in sales with a solid record of conversion, ideally in high-value environments.
- Proven relationship-building skills and ability to connect with people and listen to their priorities.
- Excellent communication Skills and ability to compellingly convey the benefits of conservation covenants to landholders.
- Demonstrated commitment and skills in providing a stand-out service to customers.
- Genuine commitment and passion for nature conservation.

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- Demonstrated experience using CRMs, preferably Salesforce.
- Strong organizational and time management skills.
- Strong teamwork skills and collaborative ways of working.

Key Selection Criteria

1. Experience in sales with a demonstratable record of conversion.
2. Exceptional relationship-building and communication skills.
3. Genuine commitment and passion for nature conservation.

Trust for Nature Values

Our values underpin everything we do. How we deliver our work is as important as the outcomes we achieve for the Victorian Community. Our values are the foundation of our culture and guide how we work together, with our stakeholders, partners and the community.

The Trust's values form the acronym **CREST** – **C**ollaboration, **R**espect, **E**fficiency, **S**upport and **T**rust.

Specific requirements for this position

- A National Police Check is required to be conducted as part of the selection process.
- The position requires occasional travel throughout Victoria, therefore a current Driver's Licence is required

Health and Safety requirements

Trust for Nature is committed to protecting the safety and wellbeing of its people and ensuring safety is integral to how do our work. In realising this commitment Trust for Nature complies with all relevant health and safety laws including the *Occupational Health and Safety (OH&S) Act 2004* (with its associated regulations and codes).

Join a Workplace Based on Fair Employment

The Trust offers fair employment and career opportunities where possible. We aim to attract a diverse pool of applicants and focus on the genuine and essential requirements of the job and being consistent and fair in our treatment of applicants.

Equal Opportunity Employer

The Trust is an equal opportunity employer and welcomes applicants from a diverse range of backgrounds. It is a policy of the Trust to provide reasonable adjustments for persons with a disability. If you need assistance or adjustments to fully participate in the application or interview process, please use the contact listed in the role advertisement.

Balancing your Life

We understand that life balance is an important part of our employees' lives. Wherever possible the Trust offers a range of flexible arrangements to enable you to balance your work with other commitments and activities including family, health, study, carer responsibilities, hobbies and life/career aspirations. We provide various options such as flexible start and finish times, working part time, job sharing, working from home, and paid leave provisions that can be negotiated with your manager to help balance your personal commitments with the demands of the role.

Privacy Notification

Trust for Nature affirms that the collection and handling of applications and personal information will be consistent with the requirements of the *Privacy and Data Protection Act 2014* (Vic).

Other relevant information

- The terms and conditions of employment are similar to those applying in the Victorian Public Service and will be governed by the enterprise agreement applying to Trust staff;
- The position is located at our Melbourne CBD office

The position description may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.