

1. POSITION DESCRIPTION

Position Title: Business Development Manager, Nadrasca Industry

Primary Objective: The Business Development Manager is responsible for securing revenue to budgeted targets, and the growth of Nadrasca Industry under three key accountabilities; Sales Management (including achieving sales targets, achieving net margins on jobs, and managing a sales pipeline), Customer Service (Frontline customer service, all customer contact and internal stakeholder management), and Operational Communication (work with operations to achieve agreed customer service outcomes and profitability).

The Business Development Manager works in close association with other Managers and staff to promote and enhance Nadrasca Industry's sustainability and market viability; while providing growth employment opportunities for Nadrasca's participants.

Position Status: Full-time

Position Location: 52 - 62 Rooks Road, Nunawading

2. ORGANISATIONAL AND JOB CONTEXT

Nadrasca is a not-for-profit company that receives both Federal and State Government funding. Nadrasca's Purpose is to Establish and Develop a Range of Services for People with a Disability. In accordance with the Constitution, Nadrasca provides services including, but not limited to, the areas of employment services, residential services, education services and leisure and recreation services.

Nadrasca is a values-based company which promotes a trustworthy, caring, respectful and supportive service. Nadrasca aims to provide the highest quality of service to the people it supports in accordance with the relevant Acts and Standards.

Nadrasca seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to be open, flexible and responsive to new ideas and ways of working and actively supportive of each other with respect to achieving the best outcomes for Nadrasca and its participants.

Nadrasca employs 170 supported employees who have a disability in Nadrasca Industry and supports 200 people within Nadrasca Community. Nadrasca has approximately 170 full-time, part-time and casual staff.

3. KEY RESPONSIBILITY AREAS

Duties & Responsibilities

Role responsibilities encompass tasks within four main areas:

- (i) Achieve / surpass revenue and profit targets,
- (ii) Be the frontline of all customer contact,
- (iii) Organisational / Operational communication,
- (iv) Source appropriate types of work that maximises the resources (employees, machinery and facilities) of Nadrasca Industry.

Accountability

The position is accountable to the General Manager Nadrasca Industry.

Extent of Authority

The Business Development Manager will make decisions only within the limits endorsed by the General Manager Nadrasca Industry and delegated authorities as specified or within the Quality Management System (QMS), policies and procedures. This includes, but is not limited to:

1. Development of sales plans in line with the organisation's revenue budget, marketing direction and strategic plan.
2. Research, targeting and securing of new business revenue / activities.
3. Delivery of, and processing of business and goods, including but not limited to costing, warehousing and production.
4. Delivery of service in line with Nadrasca's QMS, ISO 9001-2015 statutory and contractual obligations including the Disability Standards.
5. Network with existing and potential customers and industry groups to further business activities.
6. Reporting on business activities to the General Manager Nadrasca Industry.
7. Reporting requirements and meetings.
8. Systems to ensure invoicing / financial transactions are correct and customer accounts are within trading terms.
9. Other duties as directed.

Key Responsibilities

- Liaise on day to day production priorities with the Nadrasca Industry Production Manager, ensuring customer orders are completed to the quality expected by the customer.
- Maintain primary level face to face service to existing customers that ensures ongoing business.
- Call on new and prospective customers and expand Nadrasca Industry's customer base.

- Actively participate in growth opportunities for Nadrasca Industry as part of the broader Nadrasca market offering.
- Proactively manage and improve the value of Nadrasca Industry's existing customer base.
- Implement a key account customer relationship strategy.
- Preparation of customer quotations in conjunction with the Nadrasca Industry Production Manager and staff
- Ensure compliance and maintenance of administrative procedures.
- Assist in the preparation and maintenance of sales budgets.
- Contribute to management, staff and employee meetings.
- Attend internal & external meetings as required.
- Participate in staff training and development.
- Organise and participate in shows or exhibitions as required.
- Utilise partnerships to achieve revenue goals where applicable.
- Network with government, commercial operations and industry groups to further business activities.
- Liaise with senior management group to oversee the implementation of the strategic framework and provide support and resources as required in line with budgetary constraints.
- Oversee and manage the timely collection of trade debtors.
- Undertake any other duties as requested from time to time.

Direct Reports

- Nil

4. KEY SELECTION CRITERIA

Selection will be based on the skills, knowledge, experience and personal attributes that are required for achieving the key accountabilities listed above, along with the following:

Qualifications and Experience

- A recognised tertiary qualification in a Business/Marketing discipline is preferred, with significant and diverse experience and success in sales, marketing, production, operational areas, Third Party Logistics and management.
- Minimum 5 years' industry experience.
- Demonstrated business planning skills and the ability to develop and meet challenging issues and performance targets.
- Demonstrated high level of sales and marketing skills at a strategic level through to operational application and success.

Skills and Attributes

- Excellent verbal and written communications, planning and time management skills.
- Exceptional interpersonal skills, including sales, marketing and leadership skills
- Outstanding leadership skills to motivate staff and supported employees, and promote high work standards and outcomes.
- High level of judgment and problem solving skills.
- Thorough knowledge and understanding of sales and marketing principles.
- A significant background in commercial activities related to business development and marketing.
- Proven track record of securing commercially beneficial arrangements with customers.
- Proven track record of using a dynamic, innovative, creative and proactive approach to business development.
- Experience in working within an ISO or similar quality accreditation.
- Proven understanding of Quality Management / OH&S Systems.
- Proven ability to set workplace priorities.
- Computer literate and abreast of current technology.
- Ability to:
 - Self-motivate
 - Maintain effectiveness under pressure
 - Set priorities and meet deadlines
 - Receive constructive criticism with a view to continually improve
 - Maintain and exhibit a positive and optimistic disposition
 - Recognise and accommodate limitations and refer issues to the General Manager Nadrasca Industry where appropriate.

Other Requirements

- Demonstrated business acumen
- Superior interpersonal and presentation skills
- The ability to engage and communicate with a diverse stakeholder base to gain the support and involvement of individuals and organisations to further Nadrasca's interests and corporate goals
- Develop and enact sales and marketing strategy at operational level, through to organisation marketing strategy level.
- Holder of a current, full Victorian Driver's Licence.

5. EMPLOYMENT GUIDELINES

All Nadrasca staff are required to:

- Comply with all Nadrasca policies and procedures at all times.
- Comply with all Occupational Health and Safety legislation and regulations
- Comply with all other Commonwealth and State legislation relevant to the company.
- Work in a collaborative fashion with Nadrasca staff, employees, service users, customers, and stakeholders
- Uphold and enhance the reputation of Nadrasca
- Maintain the highest level of integrity in the conduct of Nadrasca business
- Undertake identified training and development activities/programmes
- Take part in Nadrasca's performance appraisal process

Applicants must be prepared to undertake a medical assessment to determine fitness to undertake the inherent duties of this position.

All staff must undergo a National Police Check, an International Police Check (if applicable) and a Working with Children Check prior to employment.

All relevant staff must provide evidence of unrestricted Australian residential and working visa.

**Name
(Staff Member):**

Date:

**Signed
(Staff Member):**

Date:

Name (Manager):

Date:

Signed (Manager):

Date:
