## ROLE DESCRIPTION

### Role Title:
Business Development Consultant

### Department:
Labour Hire

### Reports to (title):
Labour Hire Manager

### Organisational Environment

MADEC is a community based non-profit company dedicated to servicing the Sunraysia, Mid Murray, Murray Darling, Riverland, Murraylands, Kadina/Clare and Adelaide South regions. As an innovative and responsive community business MADEC will meet the needs and aspirations of individuals and communities through premium provision of community education, training, employment and enterprise services.

MADEC operates as a multi-site service provider within Job Services Australia, managing an Education, Employment Services Contract which delivers employment/educational outcomes for defined client groups in accordance with guidelines set down by the Department of Education, Employment and Workplace Relations (DEEWR).

### Primary Purpose of Role

Continually develop and grow MADEC’s Labour Hire business through provision of high quality permanent and temporary recruitment services to business and industry.

Achieve or exceed financial targets ensuring the division’s growth, profitability and viability

Ensure all relevant OH&S and IR practices comply with Federal and statutory requirements as they relate to the operations of the commercial recruitment division

Support achievement of whole-of-Company business objectives through collaborative work practices, effective information sharing and innovative work practices

Contribute as a team member to successful company performance and achieving individual Key Performance Indicators

### Direct Reports to this Role

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<thead>
<tr>
<th>Direct Reports to this Role</th>
<th>Total Number of Reports</th>
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### Key Relationships

#### Internal

Site Manager, Labour Hire Manager, Business Development Consultants

#### External
**Key Responsibilities/Accountabilities:**

Implementing the marketing plan approved by the Labour Hire Manager including direct mail, customer relationship management activities and placement of internet and press advertising.

Building and maintaining productive and profitable customer relationships through development, application and maintenance of a relationship management strategy.

Conduct promotion and marketing (including telemarketing and cold calling) activities to new and existing customers in order to continually grow customer business base.

Extensive liaison with MADEC Employment Service consultants to convert Employment Service vacancies to fee-for-service wherever the position cannot be quickly filled by a fully Employment Service eligible candidate.

Taking a comprehensive job description and person specification from the Customers.

Advertising, database search and liaison with Employment Service consultants.

Networking with external contacts and directly approaching suitable Candidate if necessary.

Screening, interviewing, skills testing and reference checking all candidates prior to referral to Customers for both temporary and permanent vacancies.

Comply with OHS regulations and legislation ensuring a safe work environment for Candidates.

Referring only suitable candidates and presenting resumes if required professionally.

Debriefing Customers and candidates after assignment/s to maximize possibility of ongoing / further placements.

Ensuring candidates are adequately inducted, site inducted and have sufficient and appropriate information and equipment to commence work;

Liaising with Customers and candidates after placement to ensure satisfaction and taking remedial action as necessary.

Ensuring candidate’s retention and maximizing Customer repeat business through obtaining feedback on service quality, timeliness, efficiency and effectiveness.

Producing regular reports (e.g. weekly sales log / monthly operational reports) for the Labour Hire Manager relating to sales, new and existing business servicing activities, revenue targets and operational issues.

Offering support and training on commercial recruitment matters to Employment Services and Company Staff, their clients and other staff of MADEC as necessary.

Risk Management – at all times in the course of day to day business activities ensure MADEC’s exposure to business risks are minimized through application of effective risk minimization and aversion strategies.

Ensure accuracy of candidate timesheets and Customer invoicing.

Maximizing revenue through claiming Employment Services fees where appropriate.

Any other duties as directed by the Site Manager/Labour Hire Manager.
## General
Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation

Participate in staff appraisal/professional development review process at least annually

Participate in the Quality and Safety Management System by assisting with monitoring and evaluating of activities and mechanisms, identifying opportunities for improvement and correcting problems to improve customer service

Adhere to MADEC’s policies and procedures and “Code of Conduct” for employees

Complying to OH&S, WorkCover and EEO requirements by supporting the overall Quality and Safety Management System to provide a safe and healthy work environment free from sexual harassment and discrimination.

## Qualifications and Experience:

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<tr>
<th>Qualifications:</th>
<th>Experience in the labour hire industry or recruitment organisations would be an advantage.</th>
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<tr>
<td>Experience:</td>
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<tr>
<td>Skills:</td>
<td>Excellent verbal and written communication skills.</td>
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<td>Ethical, honest and demonstrated integrity in all business and work interactions.</td>
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<td>The ambitious desire to excel in, and exceed the expectations of your role.</td>
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<td>A willingness to be flexible towards hours of work, duties and working arrangements.</td>
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<td>A commitment to quality.</td>
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<td>A self motivated and enthusiastic approach to meeting the objectives of your team.</td>
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<td>The ability to manage work flows and prioritize tasks to meet required time frames.</td>
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<td>A high degree of professionalism and appropriate personal presentation.</td>
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<td>The ability to solve problems, negotiate and offer creative solutions to issues.</td>
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<td>The ability to accept, embrace and promote organisational change.</td>
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<td>A flair for fine detail and uncompromising standards.</td>
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## At MADEC We Value

### Trust, Honesty and Accountability
The upholding of trust, honesty and individual and organisational accountability in all we do and say.

**The behaviour:**
- Walks the talk
- Shows respect
- Is transparent
- Is accountable

**Two or three key actions to demonstrate in this role:**
Communicates consistently, honestly, constructively and with good intent.
Recognise, give credit to and respect our people for their contributions.

### Dignity and Respect
The right of each and every person to be treated with respect and dignity.

**The behaviour:**
- Supports team members and colleagues
- Builds relationships
- Energises others

**Two or three key actions to demonstrate in this role:**
Treats colleagues and subordinates in a fair and equitable manner.
Build relationships across the organisation.
Relates easily with a wide range of diverse people.

### Community
The spirit and ethos of community development and community well being.

**The behaviour:**
- Community focus

**Two or three key actions to demonstrate in this role:**
Looks for opportunities to strengthen the communities we operate in.

### Initiative and Creativity
The initiative and creative potential of individuals and the contribution they can make to MADEC.

**The behaviour:**
- Open to new ideas
- Shows initiative
- Adaptive

**Two or three key actions to demonstrate in this role:**
Open to new ideas and processes.
Collaborate on changes and support ideas of others.

### Growth and Development
The professional growth and development of board members, management and staff that will enhance their skills, knowledge and experience.

**The behaviour:**
- Creates a picture of success
- Develops and coaches others

**Two or three key actions to demonstrate in this role:**
Provides service, knowledge and experience to others.
Provides a culture that supports continual learning.
**Quality and Continuous Improvement**
The development and delivery of high quality services to our clients and customers through continuous improvement and organisational development processes.

**The behaviour:**
- Understands the business
- Seeks opportunities for business benefit
- Thinks analytically
- Thinks conceptually

**Two or three key actions to demonstrate in this role:**
Understands how the department works and contributes to business success
Challenges the status quo
Continually reviews processes to ensure best practice.

**Economic, Social and Environmental Sustainability**
The principles and practices of economic, social and environmental sustainability.

**The behaviour:**
- Understands the business
- Seeks opportunities for business benefit
- Thinks analytically
- Thinks conceptually

**Two or three key actions to demonstrate in this role:**
Seeks opportunities to improve, quality and efficiency, safety, health and the environment
Ensure safe working environment for employees by actively resolving safety issue in a timely manner.
Being thoughtful about resource

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**Role Description developed by:**

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