

## POSITION DESCRIPTION

<b>Position Title:</b>	Business Development Consultant
<b>Department:</b>	Labour Hire

### ORGANISATIONAL INFORMATION

MADEC, a not for profit organisation, is a provider of Employment Services, Education and Training, Labour Hire and Harvest Labour services across multiple states. With a proud 40 plus year history, MADEC aims to deliver service excellence in the four pillars of its business operation.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our clients. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients.

### PRIMARY PURPOSE OF ROLE

To drive business growth in the areas of Labour Hire and employment opportunities across the region. This will be achieved by building strong partnerships with employers and industry stakeholders to secure job opportunities and provide staffing solutions to businesses.

Direct Reports to this Role	Total Number of Reports
Nil	Nil

### Key Relationships

<b>Internal</b>	Area Manager Employment services staff Trainers and Assessors Labour hire payroll Finance Human Resources
<b>External</b>	Industry and business stakeholders Employer associations

## KEY RESPONSIBILITIES / DUTIES

### Business Development

Develop and grow MADEC's labour hire, employment and training presence across the region through targeted and planned relationships and provision of high quality employment solutions.

Develop and implement a Business Development and Marketing Plan aimed at growing the business with the region.

Implement the Marketing Plan approved by the Manager including direct mail, customer relationship management activities and placement of internet and press advertising.

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

Drive sales campaigns to achieve quarterly revenue targets.

Gain market intelligence and client feedback by follow-up and review with client.

Participate in competitor analysis to ensure MADEC identifies, responds to and maintains competitive advantage

Ensure relevant data is collected, analysed and reported on in a timely manner to inform and support business decisions.

### Relationship Building

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

Ensure client and stakeholder relationships are proactively managed through effective communication and engagement.

Represent MADEC at industry forums, conferences, meetings, networking and other events.

Partner internally with Area Managers and Marketing Manager to ensure that employment solutions are relevant to client needs and assist with optimum referral between units.

### Labour Hire

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

Advertising, database search and liaison with employment services colleagues to identify best fit candidates.

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

Screening, interviewing, skills testing and reference checking all candidates prior to referral to employer/client 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 employer/client 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 employer/client and candidates after placement to ensure satisfaction. Taking remedial action as necessary.

Ensuring candidate's retention and maximizing 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.

### Corporate responsibilities

Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.

Participate fully in staff appraisal and professional development review processes.

Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.

Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.

Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.

Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

### QUALIFICATIONS AND EXPERIENCE

	Essential	Desirable
<b>Qualifications</b>	Drivers licence  Working with Children or DCIS check  National Police Check	Certificate IV Employment Services
<b>Experience:</b>	Experience and proven aptitude for reverse marketing, cold calling and rapport building with external customers  Ability to sell a product or service.	Labour Hire, recruitment and candidate management experience
<b>Skills:</b>	Understand market and industry players and requirements across Employment Region.  Robust and persistent approach to identify and secure new business  Demonstrated results in securing new business  Ability to effectively work with diverse range of clients (youth, disability, indigenous, mature age)  Demonstrated computer literacy and data management skills  High level interpersonal and communication skills  Strong organisational and time management skills  Proven ability to develop strong relationships with employers and industry representatives  Ability to work independently, exercising initiative.  Analytical skills with the ability to analyse reports and communicate findings in a succinct and accurate manner and report on compliance performance.	

<b>Competencies</b>	<b><i>All employees must:</i></b>
Adaptable	Maintain focus and productivity in changing environments, responsibilities and people.  Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	Communicate effectively and transparently.  Engage and inspire other through clear oral and written communication.
Customer focus	Ensure our internal and external customers/clients are at the forefront of our minds in all that we do.  Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.
Integrity	Be authentic.  Maintain personal credibility and uphold ethical standards.  Fosters respect for all individuals and points of view.  Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.
Team Work	Work cooperatively and effectively with others to achieve department and organisational goals.  Participate in building group identity characterised by trust, pride and commitment.  Build strong intra and inter department relationships and partnerships to ensure business success.

<b>Competencies</b>	<b><i>Marketers / Business Development roles must:</i></b>
Partnering and Networking	Build and maintain strong partnerships internally and externally that are mutually beneficial.  Builds and maintains relationships (internally and with key external groups) that support and improve personal/team effectiveness.
Resilience	Deal effectively with pressure and stress.  Maintain focus and intensity and remains optimistic and persistent, even under adversity.

### ***Trust, Honesty and Accountability***

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

#### **Competency**

- Accountability
- Communication
- Integrity

#### **The actions:**

- Be authentic, deliver upon our promises and hold self and others accountable.
- Communicate 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.

#### **Competency**

- Integrity
- Communication
- Team Work

#### **The actions:**

- Relate to team members and customers in a fair and equitable manner.
- Build sustainable and productive relationships across the organisation.
- Relates easily and is accepting of people from a diverse backgrounds.

### ***Initiative and Creativity***

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

#### **Competency**

- Adaptable
- Customer focus
- Team Work

#### **The actions:**

- Open to new ideas and seeks opportunities for improvement.
- Collaborate on changes and support ideas of others.
- Seek improvement and accept change.

### ***Growth and Development***

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

#### **Competency**

- Accountability
- Adaptable
- Integrity

#### **The actions:**

- Provide service, knowledge and experience to others.
- Create a picture of success and strive for excellence.
- Provide 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.

#### **Competency**

- Adaptable
- Integrity
- Customer focus

#### **The actions:**

- Understand how individual, team and department operates and contributes to business success
- Challenges the status quo.
- Seek opportunities for business benefit by continually reviewing processes to ensure best practice.

### ***Economic, Social and Environmental Sustainability***

The principles and practices of economic, social and environmental sustainability.

#### **Competency**

- Accountability
- Adaptable
- Integrity

#### **The actions:**

- Seek opportunities to improve quality and efficiencies, safety, health and the environment.
- Ensure safe working environment for employees by actively resolving safety issue in a timely manner.
- Being thoughtful about resources.

**Role Description reviewed by:**

Employee Name:	[ ]	Title:	[ ]	Date:	/ /
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**Employee acknowledgement of Position Description:**

Employee Name:	[ ]	Signature:	[ ]	Date:	/ /
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Please provide copy of Position Description to employee.  
Employee to sign and return to Human Resources.