



POSITION DESCRIPTION

Business Development Specialist



**Gladstone Ports
Corporation**

Growth, prosperity, community.

POSITION DESCRIPTION

Business Development Specialist

Position Number	1344
Position Status	Permanent Full Time
Position Supervisor	Port Planning & Development Manager
Department	Port Strategy and Development
Job Level of Work	II

Job Purpose Statement

The role is responsible for enhancing GPC's trade throughput and customer services at GPC's general trade wharf centres. The work includes trade research, building/maintaining marketing systems and developing strategies for growth.

Job Accountabilities

- Apply the GPC Code of Conduct, GPC's values and guiding principles in daily work and to the customer experience:
 - Growth, Prosperity, Community
Our values represent the essence of our organisation. They are deeply held convictions, priorities, and underlying assumptions that influence our attitudes, behaviours and shared beliefs – why we are here, what we stand for and what we will strive for “together”.
 - In Business Development we strive to be a concierge for trade and recognise our role in helping customers navigate our internal processes in order to realise new business opportunities across GPC.
- Maintain and develop currency of Business Development Systems and Procedures.
 - Monitoring trade reports and escalating summary analysis and observations.
- Co-ordinate/ manage new business projects, with the objective of growing cargo throughput across wharf centres by:
 - Identify market opportunities or trade transition needs for sustainability
 - Assessing the commercial feasibility of GPC services and infrastructure.
 - Developing customer relationships.
 - Promoting GPC services and infrastructure.
 - Working with existing and potential customers to define Corporation solutions.
 - Draft GPC's commercial Agreements that relate to the Business Development section;
 - Undertaking research of trade and transport data to give effect to potential trade opportunities.
- Engage in and facilitate key advocacy/working groups that influence Port Trade.
- Provide support as required with the shipping and logistical outcomes for GPC;
- Comply with all the Health, Safety and Environment management system requirements;
- Comply with GPC's policies, standards and procedures in the workplace.

Decision Making Authority

As a Specialist it is expected the incumbent can work with limited direction and decision making is undertaken within an understanding of the commercial frameworks, organisational policies, and strategic directions set for the Business Development section.

The role will include:

- Liaising with relevant parties on the scoping and feasibility of projects and delivery of projects.
- Liaising with internal Subject Matter Experts across varied departments on the impacts of potential projects on current plant / operations.
- Scoping projects and determining project aims.
- Developing and maintaining client relationships.
- Negotiations with customers within the framework and philosophy by which the Port operates.
- Compliance with the GPC Business Development Standard.

Before GPC is committed to commercial arrangements, appropriate POA processes must be followed.

Job Challenges & Impacts

- Lead peers by example in facilitating positive customer relationships through a service culture.
- Attracting and securing new imports/ exports customers to utilise GPC facilities.
- Establish and maintain effective working relationships with employees within the Business Development process.
- Influencing peers to provide inputs required for BD process, while being careful to minimise work created for others.
- Ability to prioritise activities with many and varied deadlines.
- Maintain confidentiality at all times.

Key Relationships

Internal

- GPC Subject Matter Experts supporting Business Development processes.
- Port Planning & Development Manager: Work closely to drive the BD function and agree accountabilities of trade and customer contact.
- Able to interact with the Chief Operating Officer & Executive Roles were required.

External

- Potential and existing GPC customers to gain optimal project outcomes for the GPC and the customer. Includes co-ordinating the involvement of other GPC departments and services as required through the course of projects.
- Communicates with external individuals and organisations on a regular basis, particularly other Ports and Customers.
- Support and Facilitate external working group activities that support Economic Development for Gladstone and the Port (GREDAG, CQTWG, TAG/Cruise etc.)

Level of Supervision

Direction is provided through collaboration on strategies and initiatives with expectation that the incumbent will be autonomous and show initiative. The role will maintain contact with the Port Planning & Business Development Manager and work closely with the Business Development Manager to ensure that the approach remains relevant to the Department and the overall organisation.

Organisation Chart



Formal Qualifications

- Experience in Business Development and or Marketing relevant to Port Operations.
- Tertiary qualifications in Business, Logistics or Maritime Trade or ability to obtain.
- Port Operating knowledge desirable.

Selection Criteria

Candidates, please provide detailed examples of how you exhibit the experience, knowledge, and skills required for the position when preparing responses to the selection criteria. Please refer to our Job Applicant Guide for instructions on how to respond to the selection criteria.

Competency	Description
1. Business Development	<ul style="list-style-type: none"> • Demonstrated ability to confidently develop, promote and enhance existing business offerings and to identify new opportunities for markets and services; • Experience in assessing feasibility including commercial feasibility of business services and infrastructure with a view to grow cargo throughput; • Proven experience in drafting and negotiating commercial contracts/agreements; • Develop and maintain new and existing customer relationships .

2. Sales	<ul style="list-style-type: none"> • Understands business concepts related to developing strategies and coordinating projects to enhance trade throughput; • Demonstrated analytical skills with the ability to evaluate opportunities and provide key recommendations; • Proven experience in business planning, budgets and market analysis; • Strong skills in both written and verbal communication and the ability to structure and articulate messages to different audiences at all levels.
3. Transport Logistics Economics	<ul style="list-style-type: none"> • Understands logistics requirements within a heavy industry context; • Able to analyse transport and product movement processes and systems to identify or recommend changes to improve efficiency.
4. Supply Chain Application	<ul style="list-style-type: none"> • Understands the interrelated business process involved in managing products for GPC customers; • Evaluates and improves activities across the supply chain (i.e. procurement, logistics, etc.) to ensure efficient and effective delivery of products and services; • Understands the procurement process, legislative requirements and governance processes.
5. Safety	<ul style="list-style-type: none"> • Ability to proactively promote, influence and engage in a positive safety culture.
6. Communication	<ul style="list-style-type: none"> • Demonstrated interpersonal, verbal and written skills including the ability to liaise and create positive relationships inside and outside GPC.
7. Modelling GPC Values & Guiding Principles	<ul style="list-style-type: none"> • Our values of Growth, Prosperity and Community underpin our behaviours in pursuit of becoming the most respected Port in the nation. Willingness to understand, demonstrate and encourage the values and behaviours of GPC.