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| **POSITION DESCRIPTION** |
| **Position Title:** | Coordinator, Business Development |
| **Service/Facility/Department:**  | Strategy & Transformation |
| **Direct Reports:**  | Nil |
| **Key Relationships:**  | **Internal:** Executive Leadership Team, Anglicare managers and team members, ST team |
| **External:** Clients; referrers and funding bodies; Government agencies; approved service providers and peak bodies |

**Position Statement / Overall Purpose**

The overall purpose of the Coordinator, Business Developmentis to assist the Director, Strategy & Transformation to support and achieve the organisation’s longer term strategic objectives including a sustainable market position, revenue growth in identified areas, and development of new and existing services.

The Coordinator, Business Developmentwill gather, analyse, manage information and coordinate business development functions for tendering and approved strategic projects.

The Coordinator, Business Developmentwill work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Check
* Current Queensland Driver Licence
* Degree in Business, Health, Community Care or equivalent
* Post graduate in Business Administration or similar, or currently studying towards and/or significant practical experience (desired)

**Key Selection Criteria**

* Understanding of policy and reform agendas in Health and Aged Care, Disability, Child Protection and Mental Health Sectors including market and industry trends, new services and products
* Ability to research, investigate and analyse business issues and opportunities
* Effective coordination and maintenance of organisational tendering frameworks
* Interpersonal and negotiation skills, communication and relationship management skills
* Professional, effective writing skills, able to produce complex documents, new business proposals and tenders
* Strong computer skills in Microsoft Word, Excel, Outlook and Powerpoint; internet usage and other software systems
* Able to operate in a values driven organisation while operating in an environment with quality and compliance frameworks

**Key Accountabilities and Responsibilities**

1. **Accountability: Business development**

***Manage, maintain and support key business development initiatives***

**Responsibilities:**

* Research and analyse market trends, competitor analysis and environmental scanning to support strategic planning
* Analyse current client bases and identify potential areas for growth
* Coordinate the preparation and submission of business development proposals
* Prioritise and self-manage functions and timeframes for approved business development priorities
* Establish strong project management processes to maintain appropriate systems, communication channels and reporting mechanisms
* Support the management of strategic projects as required to achieve Anglicare’s objectives
* Ensure quality stakeholder representation and consultation for all activities
1. **Accountability: Tender coordination**

***Produce high quality and innovative pre-approved tender documentation***

**Responsibilities:**

* Monitor and maintain tender opportunities and dates from notification websites
* Coordinate the preparation, writing and submission of funding and grant applications by collating data and content with input from stakeholders and content experts
* Prioritise and self-manage functions and timeframes for submission writing, maintain the register and provide reports as required
* Establish strong project management processes to maintain appropriate systems, communication channels and reporting mechanisms
* Monitor funding acquittals and assist in preparation where necessary
* Provide training to Anglicare staff on tender processes and tools
1. **Accountability: Relationships**

***Develop, support and maintain key stakeholder relationships***

**Responsibilities:**

* Map internal and external key stakeholders across the organisation; build and maintain relationships which support business development and tendering initiatives
* Support liaison between key stakeholders and Anglicare by ensuring prompt and efficient processing of correspondence and requests.
* Assist to establish and manage relationships with current and potential referrers to better support customer needs
1. **Accountability: Customer satisfaction and feedback**

***Develop, support and maintain key stakeholder relationships***

**Responsibilities:**

* Ensure that prospective client data is maintained in the relevant database and used as a resource for prospective client analysis, product or service reviews
* Monitor and promote client experience & satisfaction measures of service and performance; provide reports for business development and service enhancement opportunities
1. **Accountability: Communication, Relationships & Teamwork**

***Participate in personal and professional development and contribute to a professional, values-based team environment***

**Responsibilities:**

* Develop general knowledge of organisation by networking with all levels of staff
* Participate in meetings, projects, and one-on-one relationships; share ideas and resources
* Develop a personal education plan to identify areas of improvement and development; participate in training and learning opportunities as required; contribute to review process
* Ensure work and behaviour adds value to the organisation and be open to mentoring & learning opportunities
* Makes best use of individual and work group capabilities, including assisting in conflict resolution and problem solving
* Provide support and assistance to other team members when required

**Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures
* Ensure that credentials and qualifications set out in this Position Description are current at all times
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manager or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.