



JOB DESCRIPTION

Key Position Information			Date Reviewed: August 2019
Title	Business Development Manager – Training and Education Services	Department - Location	Business Innovation
Reports to	Executive Manager Business Innovation	Award	Individual Employment Contract (or as updated)
Level	7.1	Basis of Employment	FT or PT
Role Purpose			
<p>The position is responsible for the strategic growth of Richmond Wellbeing (RW) external training and education services. The incumbent will have a commercial mindset focused on strategic growth along with significant experience exercising managerial responsibility for the day to day operations a shared training and education service.</p> <p>The two core functions of the role include:</p> <ol style="list-style-type: none"> 1. Development of growth strategies and action plans for the enhancement of the external training and education service providing consultative sales approaches to develop the right education and training solution to clients. The goal of which is the growth of revenue and increased brand visibility of the external training and education services portfolio and RW conference room facilities available for hire. 2. Ensure high quality service provision is offered to recipients of our training services facilitated and delivered by RW trainers and facilitators. <p>A commercial mindset with the ability to develop growth strategy focused on financial gain and customer service is key to success in the role. Maintaining a work environment that embraces continuous improvement approaches and provides scope for ongoing innovation in support of RW's role as a primary provider of mental health Recovery training is paramount.</p> <p>The duties may vary in line with operational and business requirements.</p>			

Richmond Wellbeing Vision, Purpose and Values			
<p>Our Vision: A community where people are able to recover and live a valued and fulfilling life.</p> <p>Our Purpose: We work alongside people, employing leading practice, to support recovery and wellbeing.</p>			
<p>Hope</p> <p>We believe that people can and do recover from mental illness, and we strive to promote hope, control, choice and opportunity.</p>	<p>Inclusion</p> <p>We embrace diversity, respect and value people's differences, and consistently seek to support people to realise their full potential as connected and contributing members in the community.</p>	<p>Service Excellence</p> <p>We consistently aspire to exceed customer expectations, pursue opportunities for continuous improvement and quality, and take a proactive approach to seeking, identifying and leveraging current and future opportunities.</p>	<p>Compassion</p> <p>We work in a person-centered way, demonstrating empathy, authenticity, honesty, integrity and human kindness in all our relationships with families, individuals, colleagues and the community.</p>

Statement of Diversity

The staff at RW are committed to creating a safe and comfortable environment for all staff and consumers. To view our diversity statement in full please visit the Richmond Wellbeing intranet.

<https://www.rw.org.au/diversity-statement>

Key Result Area	Key Accountabilities and Responsibilities	Key Performance Indicators
Richmond Wellbeing Values	<ul style="list-style-type: none"> Acts consistently in accordance with the RW Values and Key Principles – challenges practice inconsistent with these values and uses values as a basis for managing relationships and decision making Actively engage in self-reflection and develop own practice 	<ul style="list-style-type: none"> Reflect RW values in daily interactions and within scope of role. Demonstrate this in supervision and Critical reflection groups
External Training Service	<ul style="list-style-type: none"> Develop commercial growth strategy and action plans focused on both financial gain and customer satisfaction. Execute end-to-end sales process including conducting research to identify new markets and customer needs, arranging business meetings with prospective clients and working to convert sales. Develop long-term relationships with new and existing customers, build strong networks and collaboration opportunities with agencies, service providers and education networks. Provide consultative approaches to target the right training and education solutions to clients that are cutting edge industry best practice products and services. Work in close conjunction with the training and design team to deliver the best service to a client. Prepare high quality proposals and associated costings for training and education products and services. Prepare tender submissions for relevant funding opportunities. Inform, manage and assist customised training from conception to post training evaluation, consistent with RW's pricing strategy, operational capacity, resource availability and attention to return on investment Participate in the development, delivery and marketing of external training and education services including RW Cannington Office conference room facilities. Maximise RW's profile in the community and collaboratively support recovery based mental health services. Provide regular reports on leads, new business and revenue generation. Maintain a Salesforce based customer relationship management database (CRM). Provide oversight of conference room facility hire and end to end event management ensuring that services offered to buyers are of a high quality and likely to result in repeat business. 	<ul style="list-style-type: none"> Number of new proposals developed for RW external training and education products and services. Number of new buyers of RW external training and education services. RW Cannington Office conference room facility utilization rates. Positive feedback is received for external training and education services. Achievement of call cycle targets. Achievement of revenue targets.
Trainer and facilitator team	<ul style="list-style-type: none"> Manage and guide the RW training and facilitation team to deliver on-time, high quality training products and services to internal and external stakeholders ensuring high quality 	<ul style="list-style-type: none"> All projects, training and education outcomes are in line with the

	<p>presentations, content, training and education facilitation is performed.</p> <ul style="list-style-type: none"> • Participate in the development of marketing materials for RW's training products and services. • Ensure a cycle of regular service improvement is fostered to ensure that training services meets the needs of the end users. • Review training programs and products for QA purposes, to ensure compliance with legal requirements, accuracy and currency of information. • Ensure the maintenance of accurate records including but not limited to training attendance and post training feedback and ensure accurate reporting on activity to various committees and meetings to inform decision making. • Review and interpret post-training feedback surveys and use the results to inform opportunities to further enhance and improve the training and education experience. 	<p>organisations strategic plan.</p> <ul style="list-style-type: none"> • Positive feedback is received for training and education rendered to buyers.
General Duties	<ul style="list-style-type: none"> • Manage the portfolio budget and the shared staffing resources in accordance with policy and procedure. • Act as the primary point of contact for those seeking information, direction and assistance in relation to RW's external training and education programs and conference room facilities. • Maintain a CRM including of contacts, leads and stakeholder information and ensure preparation and uploading of proposals, invoicing and bookings. • Prepare conference room facilities for all booked/hired sessions including set up and pack down, ensuring IT is operational, catering is ordered and delivered etc in conjunction with RW admin teams. • Coordinate viewings of conference room facilities for prospective buyers. 	
Employee Contribution	<ul style="list-style-type: none"> • Positive and constructive work environment is promoted where employees are valued. • Employees adhere to the RW Code of Conduct and Ethics and Policy and Procedures • Attends Core Training and maintains all compliance requirements relevant to their role and employment with RW • Actively promote the professionalism, reputation and industry standards of RW to the widest community. • Strengthen relationships with community and government agencies. • Participate in orientation, education and mentoring for students. • Provide a positive work environment that values and appreciates staff. • Engage with staff to actively improve process and practice. • Promote RW as an employer of choice within a safe working environment. • To carry out other duties which may be required, requested or directed and which are within the person's capability and training to perform 	<ul style="list-style-type: none"> • Show respect and helpfulness in all interactions • Read, understand and seek clarification of Policy and procedure documents. • Enrol in and complete required Core Training within required time frame. • Duties are completed to expected standard as outlined by manager.
Occupational Safety and Health	<ul style="list-style-type: none"> • Promote a safe and healthy working environment that complies with OSH requirements • Take a shared responsibility to ensure the safety and well-being on self and others 	<ul style="list-style-type: none"> • A "Safe work" culture operates within Richmond Wellbeing

	<ul style="list-style-type: none"> • Utilise all protective equipment provided and as instructed • Work in a safe manner while exercising due care and caution 	<ul style="list-style-type: none"> • Documentation is maintained as per the Policies and Procedures and is accurate, legible and concise.
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Employee Requirements	
Skills	<ul style="list-style-type: none"> • Thorough understanding of education and training sales with a minimum 5 years' experience in business development in a similar role and industry • Proven working experience as a business development manager in a training and education environment preferably in the health care/mental health/social services sector • Proven sales track record and face to face field sales experience to facilitate corporate relationship development. • High level advanced written and oral communication skills- experience in high level proposal preparation and presentation is desirable • Excellent negotiation skills • Capability to provide senior level management, support and direction to a shared resource inclusive of a trainer/facilitator and training design team • Proven planning, budget, staffing and coordination skills • Established relevant stakeholder networks and the ability to develop further relationships in a timely manner • Relevant market knowledge • Proficiency in MS Office and CRM software e.g. Salesforce • Experience working to and exceeding targets • Capacity to prepare reports for senior management • Current drivers' license and own vehicle • Current National Police Check
Desirable Qualifications/Experience	<ul style="list-style-type: none"> • Tertiary qualifications in business administration, sales or relevant field and/or a minimum of 5 years' experience in a similar role.
Attitude	<ul style="list-style-type: none"> • Positive attitude towards people experiencing mental distress. • The ability to live RW values in all workplace tasks and interactions. • Pro-active individual who is enthusiastic and committed to upholding RW values and principles
Experience	<p><u>DESIRABLE</u></p> <ul style="list-style-type: none"> • Lived experience of mental health recovery or as family members of people with a lived experience of recovery