

## Position

As a member of the OC Connections' Enterprises (OCCE) team, the Business Development Manager will play a key role in enabling OC Connection's Employment Strategy to increase meaningful employment opportunities for people with disability through the acquisition of new commercial customers and growing sales from existing customers for OCCE's current Packing, Carwash and Administration social enterprises.

Position details	
Title:	Business Development Manager
Band:	Grade 7 Supported Employment Services Award 2010
Employment duration:	Maternity Leave contract. Permanent Part-time 0.8 FTE (30.4 hours per week). 9 months fixed term maternity leave contract with possibility to extend
Division:	OC Connections Enterprises
Further information:	This role is primarily based at 1088 Centre Road, Oakleigh South 3167, however due to the customer-facing nature of the role there will be travel to, and work at, off-site work locations as required.
Position reports to:	General Manager, Enterprises & Employment

## Organisational Environment

OC Connections' mission is to provide sustainable lifestyle choices that will empower individuals to live a life they choose as active members of the community.

OC Connections has been providing services to people with an intellectual disability since 1950. Today OC Connections provides services to over 450 adults in the areas of employment, day support, residential, recreation, support co-ordination and school transition services.

Further information on OC Connections can be found at [www.OCConnections.org](http://www.OCConnections.org)

### At OC Connections we value

- Choice
- Opportunity Unity
- Respect
- Equity

All OC Connections' staff commit to the trademark behaviours of HUSP (Honest, United, Skilled and Passionate, United, Skilled and Honest).

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## Accountabilities

- Identify, research and recommend strategic partnerships and commercial customer relationships in line with strategic plans
- Initiate and develop new strategic partnerships and commercial customer relationships
- Develop and foster relationships with strategically aligned governing bodies, agencies, industry groups and fellow social enterprises
- Be a key point of contact for organisations seeking to support the employment of people with disability through providing commercial opportunities for our existing enterprises and/or direct employment opportunities for people with disability
- Promote and sell the full suite of OCCE Enterprises' services using a range of channels including but not limited to development of Request for Proposals, tender responses, outbound calling and network introductions
- In collaboration with the Operations Manager maintain and strengthen existing commercial customer and partner relationships proactively looking for ways to further develop the partnership benefits to both organisations
- Working with the Marketing Manager, actively contribute to marketing and communications plans
- Effective usage of the Customer Relationship Management system to maintain records, build a funnel of prospects and manage sales activities
- Provide accurate and timely reporting on all business development activities to the General Manager as required
- Attend industry functions and provide feedback and information to General Manager on market and industry trends

## Key Relationships

- General Manager, Employment & Enterprises
- Operations Manager
- Learning and Assessment Manager
- Strategic partner and commercial customers for OCCE Enterprises
- Sector Agencies and Intermediaries, such as Social Traders and Buyability

## Key Selection Criteria

- Passionate about social impact and excited to play an important role in a fast-growing social enterprise supporting people living with a disability
- Authentic and approachable manner with the ability to work well as part of a team, but also have initiative and drive to work independently.
- Ability to quickly establish rapport with a diverse range of people and build long-term relationships.
- Have demonstrate experience in business development and/or relationship management to create positive long-term mutually beneficial partnerships.
- Proven superior networking and communication skills, both verbal and written. Experience in developing pitch documents, presentation, tender and grant submissions
- Effective time management and organisational skills with demonstrated reliability in meeting deadlines and commitments.

## Qualifications

- Bachelor's degree or equivalent in a relevant field of study considered an asset.

## Skills & Experience

### Essential

- Minimum five (5) years' experience in business development or relationship management role.
- Demonstrated ability to work autonomously and deliver on agreed KPI's and sales targets.
- Demonstrated strength in customer-relationship building and analytics in order to prepare accurate and complete business proposals.
- Strong understanding of sales cycles, funnel management and CRM systems.
- Strong communication skills and presentation
- Ability to effectively engage audiences and stakeholders at all levels of an organisation

### Desirable

- Experience in the not-for-profit, social enterprise and/or disability supported employment field considered an asset.

## Behavioural Capabilities

- Commitment to abide by OC Connections' values, policies and procedures
- Ability to relate to people living with a disability and their families
- Application of cultural diversity in the workplace
- Model acceptable behaviour as per the code of conduct
- Ability to manage sensitive and confidential information.

## Employee Responsibilities

All employees are required to:

- Complete a Police Check and DWES Check prior to employment.
- Provide a current Working with Children Check.
- Maintain a current driver's licence.
- For non-Australian citizens, an appropriate working Visa is required to be maintained.
- Complete the NDIS Quality & Safeguarding Orientation module prior to employment.
- Complete any mandatory compliance training associated with the role or the industry.
- Adhere to OC Connection's values and Code of Conduct and Professional Standards of Behaviour.

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- Gain knowledge of and comply with policies, procedures and instructions pertaining to:
    - Quality and risk management;
    - Work, Health, Safety & Environment (WHS &E);
    - People Learning & Culture (Human Resources (HR)) ;
    - Finance; and Computing Security and Usage
  - Fully understand the requirements of their role and follow procedures and work instructions as relevant to their department.
  - Understand emergency procedures, location of evacuation points and take all reasonable steps to ensure a safe environment.
  - Take reasonable care for their personal health and safety as well as that of other people who may be affected by their conduct in the workplace.
  - Participate in annual performance development and review and any relevant training as required for their position.
  - Participate in audits and corrective action as required.