

Position Description

Job Title	Social Enterprise Manager (Consulting and Training)
Work type	Full/Part Time (negotiable days/fortnight), 12 Month Fixed Term with possibility of renewal
Reports to	CEO
Location	Melbourne

JOB OVERVIEW

Health Issues Centre is seeking a business manager to grow and manage its commercial health consultancy, research and training services. The SEM will manage a team of Consultants, Trainers and Researchers. HIC's point of difference as a health agency is its approach to research and consultation from a consumer perspective.

KEY SELECTION CRITERIA

The successful candidate will need to demonstrate:

- A proven background in managing agency consultancy services (preferably within the health sector) and/or health and medical research projects.
- Experience in business development including the ability to identify potential opportunities and convert to successful commissions.
- At least three years management experience including experience in applying project management tools and systems
- An understanding of how a social enterprise integrates and balances its commercial objectives with its social objectives.
- An understanding of the health system, medical research and key contemporary health issues.

KEY RESPONSIBILITIES

Quality assurance:

- To ensure that all contracted services are delivered to schedule, to budget and to client satisfaction
- To manage reputational risk to ensure that HIC services are valued and respected by clients and potential clients

Systems oversight:

- To implement project management systems and processes to ensure efficient allocation of resources to projects, efficient workflow and real-time monitoring of WIP.

Business Development:

- To identify potential client opportunities, develop proposals/respond to tenders and manage the client relationship through to contract agreement
- To implement an effective, standard process for converting initial inquiries into successful sales
- To build partnerships and strategic alliances to extend awareness of the HIC brand in the health sector
- To liaise with the Marketing Dept to ensure that full promotional advantage is taken of the project folio.
- To develop business cases for potential new service opportunities

SPECIFIC DUTIES

- Manage a team of project consultants, trainers and research staff to provide high quality, timely and profitable services to health industry and research institutions
- Ensure all workflow protocols and reporting requirements are adhered to
- Identify any potential skills deficiencies within the team and address through professional development

KEY COMPETENCIES**Specialist skills and knowledge**

- Experience/qualification in Project Management and familiarity with conventional methodologies and programs
- Three years (minimum) experience in agency consultancy
- Background in health consultancy or health and medical research
- Familiar with Finance management tools

Professional

- Tertiary qualifications in Project Management, Business Administration or other qualifications aligned to the role
- Minimum three years' experience in business development/sales

Management

- Well-developed stakeholder relations skills and demonstrable experience in working effectively with a range of internal and external stakeholders.
- Demonstrated ability to manage a high-performance team and train and mentor junior staff.
- Demonstrated ability to provide support and advice to senior and peer staff.
- Ability to work independently and take responsibility.
- Demonstrated capacity to work as a member of a team in a collegial manner.
- Interpersonal and communication skills, including the ability to listen effectively.
- Strong self-motivation and flexibility.
- Confident, decisive and enthusiastic
- Proven problem-solving skills.