

## POSITION DESCRIPTION

<b>1. POSITION TITLE</b> Business Development Manager	<b>2. POSITION LOCATION/S</b> Mayfield with travel across the Hunter-Manning	<b>3. DIRECT MANAGER</b> Executive Director Social Services
<b>4. SERVICE AREA</b> Social Services Newcastle (Mayfield)	<b>5. CLASSIFICATION</b> SCHADS Level 6	<b>6. POSITION STATUS</b> Permanent Full Time

### 7. POSITION SUMMARY

The Manager of Business Development plays a key role in driving the organisation's growth and long-term sustainability. This position focuses on identifying and assessing potential growth opportunities including programs and activities already part of CatholicCare's current service offering and new opportunities that align with Catholic Care's approved strategic plan. The position plays a key part in the development, monitoring, and evaluation of both strategic and operational plans that align with CatholicCare's vision and mission.

Key responsibilities include:

- **Business Growth, Development and Innovation:** Contributes to business development initiatives by identifying growth opportunities that align with CatholicCare's mission and sustainability goals. Creating and sourcing new opportunities for growth of CatholicCare. This includes supporting the development of business plans to grow the fee for service clinical services of the Rosewood Centre, identifying opportunities and overseeing tender and grant management to ensure that bid efforts align with strategic priorities.
- **Strategic Development:** Creates and refines strategic and operational plans based on evidence-based insights to support executive decision-making. Tracks progress and performance against key strategic objectives.
- **Stakeholder Engagement:** Supports corporate stakeholder engagement efforts by designing and implementing engagement plans, building corporate relationships, and formalising impactful strategic partnerships.

## 8. PERSONAL ATTRIBUTES / SELECTION CRITERIA

- Proven ability to identify business opportunities and form new partnerships which enable CatholicCare to grow services, both through funding and fee for service models.
- Experience in negotiating partnerships to achieve mutually beneficial outcomes and enhance organisational success.
- Demonstrated business acumen in designing sustainable development plans focused on diversification and growth, including managing tender and grant processes.
- Knowledge of strategic planning concepts with experience in developing and applying methodologies for effective planning and monitoring.
- Expertise in conducting research and analysis to extract meaningful insights and present clear recommendations for decision-making.
- Proven ability to lead corporate stakeholder engagement, develop engagement plans, and formalize key partnerships to support growth and collaboration.
- Excellent communication skills, with a track record of preparing insightful reports and collaborating effectively with internal and external stakeholders to drive organizational objectives.

## 9. QUALIFICATIONS/LICENCES

### Essential

- Tertiary Qualifications in Business, Commerce, or similar
- Current Working With Children Check (WWCC)
- Current Class C Driver's Licence
- National Criminal History check clearance

### Desirable

- Tertiary Qualifications in Social Work, Psychology, Social Science or equivalent
- Post Graduate Qualification in Leadership or Management
- Master of Business Administration (MBA)

## 10. ORGANISATIONAL ENVIRONMENT

CatholicCare Social Services Hunter-Manning is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include a range of child and family services, youth services, community services, refugee service, mental health and Permanency Support Programs. All staff are required to work within the ethos of the Catholic Church.

The Diocese of Maitland-Newcastle is committed to safeguarding children and vulnerable persons and preventing those in our care from suffering abuse or neglect. It is committed to implementing and maintaining compliance with the NSW Child Safe Standards and the National Catholic Safeguarding Standards and takes a zero-tolerance approach to abuse of children or vulnerable persons. All who work in the name of the Diocese must comply with the Diocesan Safeguarding Framework Policy and act in accordance with the Diocese's Code of Conduct which includes the Diocese's Safeguarding Commitment Statement. Employees are required to undergo a National Police Check and retain a valid NSW Working with Children Check where necessary, in accordance with legislation.

## 11. MISSION – VISION- VALUES

### Our Mission

CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.

### Our Vision

For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.

### Our Values

Respect – We show consideration for ourselves and others, whilst recognising each other's differences

Justice – We believe in, actively seek and encourage, equality for all

Connection – We are committed to developing and enhancing meaningful relationships with, and between, our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like-minded organisations that uphold a commitment to assisting the vulnerable.

Collaboration - We encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement

Innovation – We anticipate change and proactively ensure our service delivery is at the forefront of industry standards.

Key Performance Area	Key Tasks
Business Growth, Development and Innovation	<ul style="list-style-type: none"> <li>• Explore and identify opportunities for business development and innovation that can contribute to organisational growth and sustainability.</li> <li>• Draft and present detailed business cases for new initiatives as required, and in collaboration with key stakeholders.</li> <li>• Perform comprehensive reviews of existing programs and operations, to assess effectiveness and identify areas for improvement.</li> <li>• Utilise collaborative methodologies such as co-design approaches to incorporate stakeholder feedback and enhance business outcomes.</li> <li>• Contribute to change management initiatives by engaging in informed discussions, developing effective planning, and supporting seamless implementation of new strategies, structures, and processes that align with business improvement and continuity.</li> </ul>
Tender Management	<ul style="list-style-type: none"> <li>• Lead tender and grant efforts in consultation with the Executive Leadership Team and ensuring alignment with organisational priorities.</li> <li>• Research, identify and present viable tender and grant opportunities with consideration and assessment of organisational eligibility.</li> <li>• Collaborate with key stakeholders to gather and prepare comprehensive information for quality bid submissions, including program proposals, financial budgets, partnership arrangements, and implementation planning.</li> <li>• Maintain a tender and grant register, providing reports on progress and submission efforts as required.</li> </ul>
Strategic Planning	<ul style="list-style-type: none"> <li>• Facilitate strategic and operational planning consultations to guide the design, development, and monitoring of key objectives, measurable steps, and</li> </ul>

	<p>progressive performance.</p> <ul style="list-style-type: none"> <li>• Conduct qualitative and quantitative research to provide insights that inform strategic decision-making.</li> <li>• Work in collaboration with the Executive Leadership Team and key stakeholders to develop and monitor streamlined operational plans in line with the organisation's strategic priorities.</li> <li>• Track strategic performance and evaluate progress towards key goals, identifying areas for adjustment where required.</li> <li>• Prepare detailed, timely reports on the progress and outcomes of strategic initiatives.</li> </ul>
Corporate Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Design corporate engagement plans ensuring alignment with organisational objectives and growth.</li> <li>• Identify and pursue corporate stakeholder relations, including potential partners, funders and sponsors, that enhance formal partnerships and drive business development</li> <li>• Leverage available marketing materials, resources, and software to effectively engage with corporate stakeholders and promote the organisation's initiatives.</li> <li>• Provide specialist advice to relevant business units on their effective stakeholder management and community engagement strategies, to encourage and foster strong and continued relationships across the organisation.</li> <li>• Negotiate and formalise partnerships, ensuring mutually beneficial outcomes that contribute to organisational success.</li> <li>• Represent the organisation, and present to both small and large groups, effectively communicating strategic initiatives, engaging stakeholders to foster strong connections, and support opportunities for potential growth.</li> </ul>

13. KEY RELATIONSHIPS & COMMUNICATIONS	
RELATIONSHIP	PURPOSE & FREQUENCY
Executive Director – Social Services	Corporate Partners
Executive Leadership Team and CatholicCare Employees	Government Agencies and Funding Bodies
Diocesan Shared Services	Sector and Community Stakeholders

## 14. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.

## 15. LEGISLATION & CATHOLIC CARE POLICY

### Occupants must:

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/Head of People and Culture.
- Have a current NSW Driver Licence
- Take reasonable action to familiarise themselves with CatholicCare policies and procedures, and compliance with WH&S laws and regulations
- Not take advantage of their role in CatholicCare for personal gain
- Take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare
- Only make decisions within their delegated responsibilities

## 16. EXPECTED EMPLOYEE BEHAVIOUR

### Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare
- Display respect for themselves and their colleagues
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve
- Deal with residents/People We Support in line with relevant legislation
- Attend staff meetings and compulsory education when required
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / People We Support

<b>P.D Last Reviewed:</b>	May 2025	<b>Next Review is due on:</b>	
<b>Occupant Name:</b>			
<b>Occupant Signature:</b>		<b>Date:</b>	