

Position Title	Business Development Officer
Portfolio	Education
Division	Industry & Community Engagement
Department/Cost Centre	Industry & Community Engagement – 01890
Classification	Specialist Staff Level 6
Position Number/s	102808
Reporting to	Head of Industry & Community Engagement
Supervises	NIL

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none.

Our campuses are located throughout the southwest Victoria region, including Warrnambool, Hamilton, Portland, Colac and Sherwood Park with a further delivery site at Glenormiston.

Our **Ambition** – Education that Creates a lifetime of opportunity for all.

Our **Purpose** – We provide accessible and equitable training and education opportunities that enable our students, industry partners and communities to flourish.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

The office of the Executive Manager – Education is responsible for working in collaboration with internal departments, external industry, community stakeholders and partners, to establish exciting innovative and collaborative projects that aim to meet the current and emerging employment needs of the region. The education portfolio leads the major teaching divisions and a wide range of strategic educational projects and initiatives. The education portfolio liaises closely with industry, employers and our community and works with the Institute's education departments to match the employment needs of the region with education and training solutions. The portfolio uses research from local, national and international sources to understand current and emerging employment and educational trends and uses relevant data to support business case applications. The outcomes of this engagement and research are reported to the Executive Management Team, the Institute Board and its relevant subcommittees as well as relevant stakeholders across the region.

The Education Portfolio explores new ideas and solutions to enhance current and emerging workplace productivity, and on behalf of the Institute and our partners seeks financial support from local, state and federally funded schemes through the submission of business case applications. It is the responsibility of the Education Portfolio to successfully manage approve projects and to support and guide teaching departments with appropriate project management, to ensure all projects are delivered on time, within budget and achieve the projects objectives.

At all times the portfolio aims to achieve best practice outcomes that can be shared across other industries and the TAFE network.

Position Overview (Your Opportunity)

Reporting to the Head of Industry & Community Engagement, the Business Development Officer will lead the identification and sourcing of new industry training and partnerships across the Early Childhood Education & Care sector and at times other training delivery and consultancy areas. This role is responsible for identifying and developing strategic business relationships and partnerships with potential clients, and the incumbent will operate as a key interface between the Institute and external partners and drive complex negotiations to close significant business deals.

The role requires someone with Early Childhood Education & Care industry knowledge, an entrepreneurial spirit, ability to build win-win partnerships, passion for sales, a proven track record of success and someone who takes a hands-on approach to building business opportunities. In this key position the incumbent will work with teaching areas and campuses to achieve goals and implement business development initiatives that maximise and grow our footprint, whilst strengthening the position of South West TAFE as a preferred provider. This role will be Warrnambool based and includes travel throughout Victoria and as required.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation,

These accountabilities include but are not limited to:

Your Position

- Identify and negotiate opportunities to enhance SWTAFE's commercial activities and investigate, research, negotiate, plan and build sustainable commercial business models and partnerships locally and nationally
- Develop and maintain effective links with industry, community and Vocational Education and Training (VET) sector networks and provide expert advice to identified industries on training programs, products and services necessary to meet educational, consultancy and training needs
- Grow and retain existing accounts by presenting new solutions and services to clients
- Ensure the potential new customers' expectations of fulfilment are in line with the organisation's capabilities
- Develop and maintain effective relationships with education and teaching support staff to ensure new proposals and tender responses are transitioned effectively for fulfilment purposes and ongoing customer satisfaction
- Gather, document and update information relevant to the potential acquisition of new customers within the CRM system
- Maintain business to business support during industry-based training programs
- Have the ability to deal with sensitive and confidential information, as well as the ability to use initiative to identify appropriate and relevant solutions to identified problems
- Responsible and accountable for meeting agreed priorities, project objectives and performance standards and adhering to schedules and deadlines
- Constantly looks for continuous improvement opportunities and ways to innovate, and encourages others to do the same

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seek appropriate assistance
- Keep up to date with relevant industry information and best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seek to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisation's Achievement Development Programme (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Demonstrated/proven knowledge and experience in conducting and coordinating professional business development services to deliver specific business benefits or outcomes
- Ability to develop and maintain relationships with business and industry stakeholders
- Ability to apply research, analytical and innovation skills to support ongoing development of SWTAFE business
- High level organisational and time management skills with a demonstrated ability to support project deadlines and to work concurrently on, and prioritise multiple tasks and work schedules.
- Highly developed written and verbal communication and interpersonal skills enabling effective liaison with internal and external stakeholders, including the ability to work as part of a team and develop working partnerships within industry
- Ability to generate income and achieve business growth, while ensuring compliance to quality and teaching standards
- Confidence to cold call, initiate discussions and develop networks.

Qualifications and Requirements

Mandatory requirements

- Diploma or higher level qualification with relevant experience or lesser qualification with significant experience
- Employee Victorian Working with Children and satisfactory Police Check
- Victorian Driver's Licence

Highly desirable requirements

- Experience in Vocational Education & Training (VET) sector
- Current industry knowledge with experience in business development
- Substantial experience using Microsoft Office products and relevant industry software and programs
- Industry knowledge in Early Childhood Education & Care

Additional Information

- South West TAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply
- South West TAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2021
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People & Culture		
Agreed by	Incumbent		