

# POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Relationship Officer
<b>LOCATION:</b>	Multiple locations across Queensland and WFH opportunities
<b>REPORTING TO:</b>	Program Manager
<b>DEPARTMENT:</b>	Mid-Career Checkpoint Program

## PURPOSE STATEMENT

The primary purpose of this position is to develop and promote future business for the Mid-Career Checkpoint program. The role will be responsible for identifying and building relationships through procurement of new business that directly compliments BUSY At Works key performance indicators.

## OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

## OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

## OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

## REPORTING

This position reports to the Program Manager.

## PRIMARY DUTIES

- Develop new business opportunities and relationships with key Employers and participants through promotion of Mid-Career Checkpoint and identification of other support service opportunities provided by BUSY At Work
- Provide advice and information to potential clients
- Report on new business development opportunities and outcomes
- Manage own workload, ensuring that timeframes are strictly adhered to;
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure;
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.

## KNOWLEDGE, SKILLS & EXPERIENCE

- Demonstrated ability to develop and maintain a client base through business development and account management to meet and conform to Key Performance Indicators
- Proven experience in Business Development and Sales
- Well-developed oral and written communication skills
- Strong organisational skills and time management skills;
- Highly developed interpersonal skills – ability to build and sustain relationships with key stakeholders, gain their confidence and build a sense of mutual understanding of their needs and objectives
- Positive approach to a continual changing work environment;
- Strong client focus and desire to be a part of a service organisation;
- Ability to operate in a highly ethical manner in accordance client expectations of high standards and BUSY's high quality and performance oriented culture;
- Ability to undertake training as and when required by BUSY;
- Positive approach to continuous improvement.

## QUALIFICATIONS

N/A

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_