

Role Description

TAFE Queensland East Coast

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Position Title	Business Development Officer (3 positions)	Job Ad Reference	TQEC004/15
Region	East Coast	Closing Date	26 January 2015
Portfolio	Marketing and Sales	JEMS No.	EC2011 (11/2014)
Location	Mooloolaba (1 position) Bundaberg (1 position) Negotiable (1 position - Bundaberg, Hervey Bay, Mooloolaba, Nambour)	TRIM No.	
Classification Salary	AO5, Queensland Public Service Award 2012 \$74,613 – \$81,089 per annum Plus superannuation contributions of up to 12.75% of your annual salary		
Employment Status	Temporary Full-time for 12 months unless otherwise determined.		

About TAFE Queensland

TAFE Queensland is the largest and most experienced provider of further education and training in Queensland offering practical, industry-relevant training to over 165,000 students annually, across more than 500 program areas.

On 1 July 2013, TAFE Queensland was established as an independent statutory body under the *TAFE Queensland Act 2013*.

The TAFE Queensland network comprises a Head Office in Brisbane and six regions delivering training from Thursday Island to the Gold Coast, from Bundaberg to Roma and across the South-east corner of Queensland. The TAFE Queensland regions are:

- TAFE Queensland East Coast
- TAFE Queensland Brisbane
- TAFE Queensland SkillsTech
- TAFE Queensland Gold Coast
- TAFE Queensland South West
- TAFE Queensland North

TAFE Queensland is an organisation that puts our customers – students, employers, communities – at the centre of everything we do.

As an employee of TAFE Queensland, you will be part of the state's leading provider of further education and training committed to quality teaching, a safe working environment and delivering real outcomes for our students.

For more information about TAFE Queensland visit www.tafeqld.edu.au

Our Region

TAFE Queensland East Coast offers hundreds of courses across its seven locations from Mooloolaba in the south to Bundaberg in the north. As the largest provider of further education and training in the region, TAFE Queensland East Coast is an important contributor to the community and the regional economy. With a particular focus on preparing students for employment in the tourism, hospitality, construction and health industries, TAFE Queensland East Coast trains local and international students in dynamic, flexible, best-practice learning environments including online. Across its region, TAFE Queensland East Coast has strong partnerships with schools, employers, universities and local business, building genuine employment and career outcomes and steps to further study.

Your Opportunity

- Initiate and implement business strategies to enhance business performance and growth and to increase TAFE Queensland East Coast region's market share and revenue in key markets.
- Coordinate and market a range of commercial training programs to promote TAFE Queensland East Coast region as a quality provider in education, training and consultancy services.
- Work closely with managers and training delivery teams to identify and develop market opportunities for revenue, and contribute to the development of sales strategies to qualify and convert sales leads into commercial business.

The Business Development Officer reports to the Business Development Lead within the portfolio of the Manager, Marketing and Sales and works closely with domestic sales, marketing, customer service and the region's educational delivery teams.

Key Responsibilities

- Collaborate on the development of sales plans for education products to maximise market penetration and achieve sales targets. In conjunction with TAFE Queensland East Coast marketing, develop marketing campaign schedules to support sales plans and maximise new business opportunities and conversion.
- Actively research using various strategies including face to face appointments to identify client needs and industry trends and develop and implement strategies to actively pursue new commercial opportunities and increase sales within local, regional and national markets.
- Research education and training trends, monitor competitor products, services, price and promotional techniques and actively pursue commercial revenue generation for East Coast region by implementing effective client management systems and conduct ongoing product and pricing analysis to sustain a competitive edge within the market place.
- Identify, negotiate and secure new business opportunities for education products in the relevant industry sector on a local, state and national scale to achieve organisational revenue targets.
- Build rapport with clients, develop and maintain strong business relationships to provide effective account management and grow commercial opportunities. Provide high level customer service and respond to client challenges whilst encouraging continued business growth.
- Conduct Training Needs Analysis and work with portfolio staff to formulate proposals, tenders, project management plans and quotations, in consultation with educational teams, to reflect direct and indirect costs associated with commercial activity and ensure compliance with relevant legislative and government policy requirements whilst meeting client training needs.
- Develop business cases, proposals, tender responses, and reporting documents for competitive market opportunities. Liaise with region legal/compliance officers to develop contracts and agreements for new business arrangements and negotiate with clients to reach mutually agreeable terms.
- Understand contractual terms and manage ongoing obligations which result in contractual financial performance, risk management, and continuance/renewal.
- Maintain an understanding of the commercial aspects of TAFE including financial and business performance and any impact from external factors.
- Actively engage with industry, business and the community in the development of new commercial business and act as a reference point for these clients and within other industries.

Success Factors for the Role

1. Demonstrated ability in research, development and presentation of proposals, tenders and financial quotations in an educational environment to commercial clients using a persuasive manner.
2. Demonstrated experience in successfully achieving sales targets including the ability to identify, negotiate and finalise commercial sales opportunities and manage a client base which will lead to increased revenue and positive client relationships.
3. High level analytical, organisational and problem-solving skills including the ability to conceptualise and develop innovative improvement strategies.
4. Effective interpersonal skills including liaising, networking and negotiating to develop and maintain positive, collaborative relationships with key internal and external stakeholders.
5. Displays flexibility and responsiveness and has the initiative, attitude and ability to thrive within a dynamic, challenging and changing environment.

Qualifications / Requirements

Highly desirable requirements:

- A minimum of 5 years in a sales or business development role.

Desirable requirements:

- Certificate IV in Training and Assessment.
- Degree in Business, Commerce/Finance, Marketing or related field.

How to Apply

To apply for this role, please provide the following:

- A maximum two page response outlining your suitability to meet the requirements and competencies under the section *Success Factors for the Role*.
- A current resume/curriculum vitae (CV) including contact details for two referees (one of whom is your current supervisor).
- A TAFE Queensland East Coast Application Form for Advertised Position.

Please email your application to Recruitment.EastCoast@tafe.qld.edu.au by the closing date above.

For further information, please contact:

Courtney Aspland
Manager, Marketing and Sales
Telephone (07) 5457 1134

Additional Information

- The duration of this position will be dependent on work demands and the availability of ongoing funding.
- You may be required to travel and work across TAFE Queensland East Coast region.
- Travel and overnight absences from base may be required of this position.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant.
- A non-smoking policy applies in Queensland government buildings, offices and motor vehicles.
- If the successful applicant has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation.
- Additional information is available online at: <http://tafeeastcoast.edu.au/about-us/>

Applicant Guide

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Thank you for your interest in applying for a vacancy with TAFE Queensland. If you require further information regarding the job you wish to apply for, please liaise directly with the contact person indicated on the Role Description

The Selection Process

The selection process involves a range of selection techniques which can include a structured resume, a written application, interview, practical exercises, work samples, aptitude and ability tests, role plays, structured group and/or individual exercises. All applicants for TAFE Queensland jobs are required to undergo a criminal history check.

The Selection Panel

A selection panel, consisting of at least two people, including a chair person will assess your application.

The selection panel will have adequate knowledge of the requirements and outcomes of the job and must select applicants on the basis of merit to ensure that the best possible applicant is selected for the job.

The Role Description

This document provides you with information about the job such as the purpose, the key accountabilities, the reporting relationships, any mandatory qualifications or requirements and the key responses.

Mandatory Requirements

Where required, mandatory levels of qualifications and experience must be specified and met in order for your application to be considered and progress.

Application Process

The role description will outline the application process. The application process will vary between roles and so applicants should not assume that a formal written application addressing the basis for assessment is required.

The selection panel will screen applicants using an appropriate method to develop a shortlist of applicants to be further assessed.

The Interview

All interviewees will be asked the same questions which have been developed from the selection criteria to assist the selection panel to assess how well you match the requirements of the position.

It is suggested that you give some thought to the type of questions that might reasonably be asked to ensure your answers accurately reflect your capabilities. Your answers should describe actual situations or tasks in which you have been involved.

This is your opportunity to explain or clarify information provided in your application. Proof of qualifications must be provided at interview.

Other Selection Techniques

The selection panel will choose selection techniques they consider relevant to the job. You may also be asked to provide examples of previous work, or complete a skills test, or undertake appropriate tests or structured group and/or individual

exercises.

Referee Checks

Referees of applicants will be contacted during the selection process to verify the information gathered about the applicant's ability to meet the criteria.

At least one (1) referee should have first-hand knowledge of your conduct and performance within the previous two (2) years. Written personal references should not be included within your application.

This information will be used to supplement the final selection decision. If contact with your current supervisor will cause a problem, please advise panel accordingly.

After the Selection Process

Notification of Appointment

Once the selected applicant has been appointed, both the appointee and all unsuccessful applicants will be notified as soon as possible.

Post Selection Feedback

Post selection feedback is available to all applicants upon request. This can be arranged through the chair of the selection panel.

Feedback is based upon an assessment of your suitability in relation to each of the key responses.

General Information

Code of Conduct

TAFE Queensland employees are bound by the principles of respect for the law and system of government, respect for people, integrity, diligence, and economy and efficiency, which are contained in the Queensland Government *Code of Conduct* and the TAFE Queensland's *Standard of Practice*.

Citizenship Requirements

A person is eligible to work for TAFE Queensland if they are:

An Australian citizen; or

A person who resides in Australia and has permission or a right to be granted permission, under Commonwealth law, to remain in Australia indefinitely; or

A New Zealand citizen who has a special category visa or a right to be granted a special category visa under *Migration Act 1958 (Cwlth)*."

If you do not meet these requirements you cannot be appointed in a permanent capacity with TAFE Queensland.

Equal Employment Opportunity

TAFE Queensland is an Equal Employment Opportunity employer aiming to gain a workforce more representative of the wider community.

Smoking

Smoking is prohibited in Queensland State Government buildings, offices and vehicles.

Tertiary Qualifications

TAFE Queensland values the enhanced work performance that derives from the expanded knowledge base and skill attainment resulting from formal tertiary training and encourages both its existing and prospective staff to undertake

such training.

However, TAFE Queensland equally acknowledges that such enhanced work performance can be achieved through other learning experiences, including on-the-job training, structured professional development or life experiences.

TAFE Queensland will assess an applicant's skills, knowledge and abilities against the requirements of the Role Description without prejudice regarding the origin of those skills, knowledge and abilities.

General Information

Travel between TAFE Queensland locations may be required. Some after-hours work may be required.

TAFE Queensland is committed to the multi-skilling of staff; as such performing duties that vary from those stated in the Role Description may be required.

Disclosure of Criminal History

Under the *Criminal Law (Rehabilitation of Offenders) Act 1986* any applicants for jobs in or operating out of, TAFE Queensland Institutes are required to disclose their relevant criminal convictions in relation to certain offences. Such a disclosure will not necessarily preclude you from appointment.

Offences required to be disclosed include criminal convictions, whether committed in Queensland or elsewhere, related to:

- Offences of a sexual nature;
- Offences related to drugs misuse;
- Offences against morality;
- Assaults of females; abduction;
- Offences against liberty; or
- Offences relating to marriage and parental rights and duties as defined in Chapter 22, 32, 33 or 34 of the *Criminal Code of Conduct or Drugs Misuse Act 1986*, Part 2.

Offences are required to be disclosed by the nominated applicant for the job at the conclusion of the short-listing and interview process. At that stage, the nominated applicant will be asked to complete Consent to Obtain a Criminal History Check Form and provide details of any relevant convictions.

This form must be returned to the chair of the selection panel in a sealed confidential envelope. All nominated applicants (i.e. the most meritorious applicants) will be checked through the Queensland Police Service for any relevant criminal history, regardless of information supplied on the relevant TAFE Queensland form.

Lodging Your Application

The role description will outline the application process, advertised jobs are visible on the Seek.com website up until the closing date. Applications must be received by the closing date. A late application may be considered within reason at the discretion of the selection panel.

Documents should be in Microsoft Word or PDF format.

TAFE Queensland collects Applicant Information for the purpose of establishing and maintaining recruitment records. Only authorised TAFE Queensland officers have access to this information. Your personal information will not be disclosed to any third party without your prior consent or unless authorised or required by law.

Application Form for Advertised Position



PRIVACY: TAFE Queensland East Coast is collecting personal information on this form in accordance with Human Resource systems and business processes. The form will be securely stored within the relevant Work Unit. The information may be disclosed to third parties without your consent. Third parties include the Government Superannuation Office, Australian Taxation Office, Queensland College of Teachers, relevant Queensland Government Departments and Agencies, Industrial organisations or other entities in accordance with or where requested by law or industrial instrument.

Vacancy Details

Job Ad. Reference		Closing Date	
Position Title		Classification	
Portfolio		Type	<input type="checkbox"/> Permanent <input type="checkbox"/> Temporary
Location			

Applicant Details

Citizenship / Residency Status:

Australian Citizen
 Australian Resident
 Current Working Visa
 New Zealand Citizen
 New Zealand Resident
 Other Visa
 Other, (please specify) Permit Expiry Date:

Have you received an early retirement, redundancy, retrenchment severance benefit from a Queensland Government entity within the past 12 months? Yes No If 'yes', date of receipt

Title (Mr/Mrs/Dr)		Surname		Given Names	
Address				Postcode	<input type="text"/>
Postal Address				Postcode	<input type="text"/>
Email					

If it is a requirement of the position do you consent to undergo a criminal history check should you be nominated for the above-mentioned vacancy? Yes No

Are you currently employed by the Queensland Government? Yes No

Current Position		Classification	
Type	<input type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Casual	Employee Number	
Department		Location	

Where did you find out about this position?

Internet	<input type="checkbox"/> Seek	<input type="checkbox"/> CareerOne	<input type="checkbox"/> TAFE Queensland East Coast's website
Print Media	<input type="checkbox"/> The Courier-Mail	<input type="checkbox"/> Regional Newspaper	<input type="checkbox"/> The Australian/Weekend Australian
Other	<input type="checkbox"/> Recruitment Agency	<input type="checkbox"/> Word-of-mouth	<input type="checkbox"/> Other (please specify) <input type="text"/>

Referee Details

Referee	Name	Relationship	Phone Number
1			<input type="text"/>
2			<input type="text"/>

Applicant Declaration

I certify that I have provided the required documentation and that the above information is true and correct.

Applicant's Signature Date

Please submit your form to:

Recruitment.EastCoast@tafe.qld.edu.au

Confidentiality and Disclosure of Personal Information: TAFE Queensland East Coast complies with the Right to Information Act 2009, Information Privacy Act 2009 and the QLD Public Records Act 2002. We will not make public, disclose or use for purposes other than those required to provide the services requested, the personal information of the customer except to the extent necessary to comply with any government policy relating to the public disclosure of confidential information (which policy is in place at the time of reading this document), the customer provides written consent or we are required to by law or Court order.