



## POSITION DESCRIPTION

<b>Position Title:</b>	Business Development Manager
<b>Level :</b>	Starting from \$107,980 (ILC Enterprise agreement) plus generous salary packaging for NFP's
<b>FTE:</b>	1.0
<b>Special Allowances:</b>	Vehicle and Mobile phone
<b>Business Unit:</b>	Business development and program delivery
<b>Reports to:</b>	CEO
<b>Reviewed:</b>	February 2017 ( new role Oct 2015)

## Independent Living Centre (ILC) Goals and Vision

<b>Our Vision</b>	A community where all people can participate and are included
<b>Our Mission</b>	To guide people's choices to access assistive technology and services for independence and wellbeing
<b>What We Do</b>	<p>We respect people of all ages and abilities including older people, people with disability, their family, carers, service providers and the community.</p> <p>We support people's independence and wellbeing through information, advice, assessment, referral, funding, hire and respite services.</p> <p>We work with people by listening, guiding and linking them to products and services.</p> <p>We collaborate with organisations to offer the best possible service to our consumers.</p> <p>We strive to continually improve the quality of our services by undertaking research and evaluation.</p> <p>We expand knowledge and skills within the sectors we work by providing specialist training, events and consultancy.</p>

## ILC's Overall Objective

The Independent Living Centre WA (ILC) provides information and advice, assessment, training, funding and hire services that enable Western Australians of all ages and abilities to live more independent and fulfilling lives.

Service areas include assistive technology and equipment, home modifications, Noah's Ark Toy Library, occupational therapy driver assessment, carer respite and support, Home and Community Care regional assessment service, Community Allied Health Service and grants and equipment funding.

## Competencies

### Customer Service

Provides a comprehensive personalised service to customers including consumers, suppliers, stakeholders, service providers and health professionals.

### Resource Management

Understands and makes best use of the available resources including personnel, systems, policies, procedures, assets, equipment and information & communication technology.

### Team Contributor

Contributes to the overall performance of the team and organisation through communicating and interacting effectively with others.

### Personal Awareness

Is self-aware in terms of strengths and weaknesses; understands how own behaviour and actions impact on others and the business.

### **Strategic Visioning (Leadership)**

Thinks long term, building a vision for others to follow and inspiring them to do so.

### **Team Leadership (Leadership)**

Builds effective teams to maximise team performance; drives the implementation and improvement of service delivery objectives.

### **People Management and Development (Leadership)**

Creates an effective team environment, enabling people to perform at their best and continuously develop; provides feedback and coaching to enhance individual and organisation performance.

## **Position Overview**

The Business Development Manager is responsible for identifying and growing new business opportunities for the ILC and managing specific contract programs. Focused on income generating programs the emphasis will be on achieving quality outcomes for customers in line with the ILC's strategic and business plan. Policy changes in aged and disability have opened opportunities to expand and grow the assessment and community allied health services offered by the ILC and build business to business arrangements. This position reports to the CEO and is an active member of the management team, contributing to and supporting the organizations strategic direction and financial viability.

## **Key Duties & Accountabilities**

### **1. Business development**

Identify growth opportunities, generate new leads, bring in new business to business in line with strategic and annual business plan

Using knowledge of the market and competitors to identify and develop the organisations unique selling propositions and differentiators

Prepare business cases and manage responses to tenders for additional or renewed services

Oversee project management implementation

Develop systems and processes to support business development

### **2. HR management and development**

Ensure adequate staff resourcing and competency levels within program areas to achieve business objectives

Oversee the recruitment, orientation, and training, supervise and appraise direct reports

Provide clear performance KPIs for staff to achieve and monitor

### **3. Program Delivery**

Manage and lead designated programs delivering strong customer service outcomes including fee generating business areas (Training and events, community allied health service, Driver OT service, equipment grants programs)

Develop, implement and monitor annual business plans and budgets; ensure alignment with ILC strategy

Monitor and improve service delivery quality, risk management and compliance with relevant policies, procedures, guidelines and service standards

Analyse business performance data and make recommendations to facilitate management decisions re future business strategies

#### **4. Engagement and networking**

Build new and maintain stakeholder /customer relationships to expand and grow services.

Strengthen relationships through establishing partnerships and collaborative ventures.

Promote and market all business areas and represent the ILC through networking and sector engagement opportunities

<b>SELECTION CRITERIA:</b> (to be addressed in application)	<b>Essential (E)</b>	<b>Desirable (D)</b>
<b><u>QUALIFICATIONS</u></b>		
Relevant business tertiary degree level qualification	E	
Post graduate qualification in management business		D
Allied Health Tertiary qualification		D
<b><u>KNOWLEDGE, SKILLS AND ABILITIES</u></b>		
Demonstrated experience in a senior management role, delivering effective customer outcomes and meeting operational KPI's	E	
Effective management of financial, budget, human and material resources, workforce planning, program design, implementation and evaluation	E	
Track record in identifying and growing new business opportunities.	E	
Highly developed stakeholder engagement skills including demonstrated ability to build rapport and relationship with key stakeholders and represent ILC.	E	
Excellent communication skills (written, verbal and interpersonal)	E	
Highly developed planning, coordination, administration, organisational, project and time management skills	E	
Ability to analyse and solve problems, interpret complex information, make decisions and respond to a changing and challenging environment	E	
Leadership and people management skills with proven experience in building and leading an effective team	E	
Change management experience and skills	E	
Proficiency with Microsoft Office Suite and CRM	E	
Current "C" class driver's licence	E	
Current National Police Check	E	
Knowledge of general legislative requirements (Occupational Safety & Health Act, Privacy Act etc.)	E	
Experience in Health, disability and aged care, NFP's		D