

Business Development Specialist

Position Level	Specialist	Department	Fundraising, Marketing & Communications
Location	Adelaide	Direct/Indirect Reports	Nil
Reports to	General Manager, Fundraising, Marketing and Communications		

■ Position Level Descriptor

A Specialist is a technical expert in a specific functional/discipline area. They are a leader within the organisation who contributes to the delivery of business strategies and outcomes. They accept accountability for the delivery of targets within their function. They support the development of other people and the desired culture as well as the growth of the business. They monitor, measure and manage business KPI's and use their specialist knowledge to continuously improve processes, responding to current and future needs.

■ Position Summary

The role of the Business Development Specialist is to create long term value and drive sustainable financial growth for Guide Dogs SA/NT through business generation.

The position is responsible for attracting new business for Guide Dogs SA/NT, including client acquisition through third party relationships, securing commercial opportunities for Dog Services (such as Facility Dogs) and attracting corporate supporters. The Business Development Specialist will identify new business opportunities for Guide Dogs and will become the primary contact for servicing of sourced agreements and relationships.

■ Position Responsibilities

Key Responsibilities

- Create business development, acquisition and engagement strategies.
- Identify and develop new client acquisition, commercial and corporate support opportunities.
- Identify opportunities for new and/or differentiated service offerings.
- Drive conversion of leads and referrals to generate new business.
- Build & maintain key relationships with external and internal stakeholders.

- Create presentations that inform and promote a comprehensive understanding of service offerings and solutions to help meet the needs of people living with low vision, blindness or other specialised needs.
- Work with the Fundraising and Marketing team to the develop collateral and presentation packs for business development opportunities.
- Attend conferences, meetings, and industry events to obtain new business, network and gather market information.
- Prepare business cases and reports, expressions of interest, proposals, tenders and grant applications.
- Assess the market demand for service offerings.
- Undertake detailed market mapping of potential new markets.
- Identify new leads and contacts, set up introductions to key people within the organisation, and provide training and support for staff to successfully manage key external relationships.
- Establish and maintain trusted relationships with partners and agencies to develop referral pathways into Guide Dogs SA/NT, including hospitals, medical specialists, aged care facilities, allied health and other service providers.
- Inform referral partners of new service offerings and opportunities.

WHS

As an employee of Guide Dogs SA/NT, you shall take reasonable steps to:

- Ensure the health and safety of yourself and others at all times;
- Comply with all GDSA/NT policies, procedures and reasonable instructions as advised, and;
- Participate in, and contribute to, all health and safety:
 - training;
 - forums for consultation;
 - risk assessments;
 - inspections and/or audits;
 - investigations, and/or;
 - other related activities, as advised.
- Report hazards, incidents and near misses to your Leader as soon as practicable, and within 24 hours, and;

- Demonstrate a commitment to fostering a positive, proactive work culture, particularly in relation to health and safety management.

■ Position Selection Criteria

Technical Competencies

- Demonstrate proficiency with regard to computer skills including the use of Microsoft Office.
- Interpretation of demographic and relevant data for informed decision making.
- Report writing.
- Strong written communication skills.

General Competencies

- Relationship building.
- Negotiating and able to close a deal.
- Strong interpersonal skills.
- Attention to detail.
- Excellent time management, personal organisation and ability to meet deadlines.
- Ability to collaborate with others and co create solutions.

Qualifications/Licences

- Relevant qualifications.
- Experience in a business development role within aged care, disability employment primary health networks etc. would be highly regarded.
- SA Drivers Licence or equivalent.

■ General Conditions

All Guide Dogs staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements, where required
- Adhere to the Values of Guide Dogs Association of SA/NT Inc. which are converted into the below behaviours and assessed on an ongoing informal basis, and formally through the Professional Development Plan process
- Guide Dogs SA/NT is a smoke free workplace. This includes buildings, vehicles and events.

Accepted by Employee:

_____/_____/_____
Signature Print Name

Approved by Manager

_____/_____/_____
Signature

■ Guide Dogs Association of SA/NT Inc. - Values

Achievement | Delivering outcomes

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

Collaboration | Actively engaging with others

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

Integrity | Ethical, honest and respectful

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

Fun | Creating an energetic, enjoyable place for ourselves and others

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

Innovation | Forward thinking

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.