

CUSTOMER BUSINESS SPECIALIST

Position Level: L5

Location: Perth

Effective Date: October 2024

Responsibilities

The Customer Business Specialist is responsible for ensuring that port and lease agreements for customers and other commercial aspects are undertaken and managed to enable Pilbara Ports to meet its commercial obligations.

Reporting

The Customer Business Specialist reports to the Customer Manager as outlined on the organisation chart.

Accountabilities

Result Area	Major Activities
1. Safety and People:	<ul style="list-style-type: none"> • Further a safe, inclusive, and collaborative workplace, that supports the mental health and wellbeing of self, and others. • Identify actions and changes that lead to continually improving a safe work environment; both physically and psychologically.
2. Integrated Management Systems:	<ul style="list-style-type: none"> • Develop and oversee the systems that ensure Pilbara Ports complies with all applicable codes, as well as its legal and statutory requirements. • Comply with and demonstrate a positive commitment to organisational processes and ISO Management Systems including Quality, Environment, Safety and Information Security. • Administer and comply with Authority for Contract Execution process.
3. Contract Negotiation:	<ul style="list-style-type: none"> • Negotiate terms and conditions for new Port agreements including Infrastructure Development Agreements, Port Facilities Agreements, Multi-User Agreements, Third Party Access Deeds, Dredging Agreements, Investigation Licences and Leases. • Negotiate, develop and review commercial contracts and lease agreements including variations to existing agreements in accordance with the Pilbara Ports delegations. • Ensure negotiations align with statutory and legislative requirements • Draft commercial correspondence, variations and standard agreements. • Provide commercial support to Greenfield and Brownfield port projects. • Undertakes risk assessments and manages risk in accordance with Pilbara Ports's risk management framework for Customer and Strategy projects and associated agreements. • Coordinate engagement and liaise with internal and external parties as required, including legal advisers and proponents. • Ensure that Pilbara Ports's objectives are achieved in negotiating contractual arrangements.

4. Contract and Lease Management:	<ul style="list-style-type: none"> • Manage port and lease agreements to ensure Pilbara Ports commercial objectives and deliverables are met including key performance indicators and compliance with the terms and conditions of agreements. • Manage lease and license inspections, actioning items to remedy defaults. • Coordinate engagement and liaise with internal and external parties as required, including legal advisers. • Ensure contracts database is maintained appropriately and coordinate any improvements to the database. • Coordinate processes for uptake of commercial land where it relates to customer agreements. • Prepare and negotiate new bunkering service provider licenses. • Prepare and negotiate new energy supply agreements.
5. Develop Trade Intelligence and Trade Forecasts:	<ul style="list-style-type: none"> • Identify, monitor and analyse environmental and customer scanning metrics that may impact Port trade and its operations to provide useful insights (e.g. industry trends, macro-economic trends, commodity price and volume volatility assessments, regulatory/policy change). • Translate market insights and analysis into charts and reports for strategic decision-making processes. • Assist in driving market and trade intelligence across the business. • Undertake trade/commodity forecasting, analysis and interpretation to enable well-informed decisions and improved business performance. • Prepare trade forecasts and trade insights for Executive General Manager Customer and Strategy and Customer Managers to present to the board and executive committee. • Administer complex data sets and create trade presentations using a range of applications, maintain data integrity and governance as required.
6. Trade Facilitation:	<ul style="list-style-type: none"> • Undertake tasks directed by the Customer Manager on new and existing projects and trade facilitation opportunities. • Collaborate with internal departments to ensure Customer and Strategy objectives are achieved. • Provide advice on tenure related agreements to other business units as required.
7. Stakeholder management:	<ul style="list-style-type: none"> • Support Customer Manager with briefings and consultations with Government, industry bodies, proponents, service providers and other stakeholders, as required. • Engage with proponents through effective communication protocols and engagement activities. • Provide advice to internal stakeholders on complex port and lease agreements and land use matters.
8. Reporting:	<ul style="list-style-type: none"> • Prepares Executive Committee and Board papers for trade and lease matters and provides commercial progress updates to the Customer Manager and General Manager Customer and Strategy.

	<ul style="list-style-type: none"> • Prepares Ministerial Briefing Notes for trade and lease matters as requested.
9. Other Duties:	<ul style="list-style-type: none"> • Other duties as directed by the Customer Manager or General Manager Customer and Strategy. • Assist and mentor Customer and Strategy team members as required.

Selection Criteria

Qualifications:

Possession of a tertiary qualification in business, commerce or law.

Personal Attributes:

- Exhibit behaviours that align with Pilbara Ports' values of Safety, Excellence, Teamwork, Integrity, and Care.
- Demonstrated commitment to an inclusive work culture that encourages diversity.
- Enjoys operating in a fast-paced environment, with complex deliverables and challenging deadlines.
- A collaborative communication style that encourages productive working relationships.
- A team player who enjoys helping others achieve organisational outcomes.

Work Related Requirements:

- Demonstrated experience in the management and interpretation of commercial leases or agreements in an industrial setting.
- Strong research skills with high level of analytical and conceptual thinking to interpret future trends and its implications to the organisation.
- Excellent attention to detail as well as the ability to identify issues and solve problems.
- Well-developed communication and interpersonal skills with the ability to negotiate and build productive relationships with stakeholders and customers.
- Strong written communication skills including the production of clear, concise and logical reporting.
- Ability to maintain confidentiality and liaise appropriately with strategic external stakeholders and colleagues.
- Understanding of project management in a commercial environment.
- Well-developed Microsoft Excel skills.

Sound computing skills, as well as the ability to gain a Maritime Security Identification Card are prerequisites for positions with Pilbara Ports.