

Position Description

Job Title:	Business Development Manager - Packaging Solutions	
Division	Employment Pathways	
Business Unit:	Packaging Solutions	
Reports To:	Executive General Manager - Employment Pathways	
Direct Reports:	NIL	
Position Purpose:	To build and maintain sustainable revenue streams for the Employment Pathways section of the DSA business in line with the Company strategy and ensuring Sales Operations run effectively through developing and implementing the sales strategies of the company, and developing and maintaining the appropriate market relationships targeted at the identified sales opportunities.	
Key Result Areas:	<ol style="list-style-type: none"> 1. Generate and maintain sales for the Employment Pathway stream 2. Customer service levels and service delivery 3. Product Systems Management 4. Lead, Manage and Develop a successful Sales Team 5. Quality, compliance and management of risk 	
DSA Values:	Respect	Everything we do is underpinned by respect for each other and the resources that allow us to do our work.
	Commitment	We strive for meaningful outcomes, taking pride in the work we do and the way we serve our people.
	Courage	We always seek to do things better and speak up to ensure our most vulnerable feel safe.
	Connection	We put people first, creating connections with our people, and seeking out partnerships to support our mission.

Job Requirements

(What are the key activities and measures for the role)

Key Result Area 1	Generate and maintain sales for the Employment Pathway stream
Tasks/ Accountabilities/ Deliverables <ul style="list-style-type: none"> • Management of the Sales Budget Management of Sales Strategic Objectives. • Provide detailed weekly reporting and a summarized monthly report • Determine pricing/costing strategies for new and existing customers in conjunction with Cost Accountant. • Assist in the development of sales promotional material. • Activation of Marketing programs to plan. • Manage forecasts. • Identify and pursue new business relationships and sales opportunities. • Gain customer contracts to ensure business continuity. • Conduct regular sales/customer analysis to determine viability of existing customers. • Maintain customer database to ensure up to date at all times. • Identify and explore financial growth opportunities, based on competitors and industry trends. 	
Key Result Area 2	Customer service levels and service delivery
Tasks/ Accountabilities/ Deliverables <ul style="list-style-type: none"> • Manage the sales order life cycle. • Manage the urgent order process. • Manage collection of customer payments. • Address customer complaints in a timely manner. • Provide resolutions to any customer concerns that arise. • Ensure customers are kept up to date with any variances in their expected time frames or order deliveries. • Set up, monitor and action customer performance against customer guidelines.⁷ • Manage product item check, product labelling specifications, product. • Manage demand forecasting in S&OP Process. 	
Key Result Area 3	Product Systems Management
Tasks/ Accountabilities/ Deliverables <ul style="list-style-type: none"> • Communicate in a professional, flexible, helpful and proactive manner with others. • Actively participate in meetings and action all assigned tasks. • Manage effective communication and exceptional service with customers from your team • Establish a supportive and collaborative Commercial Sales team. • Build the Commercial Sales team's engagement, stakeholder management and consulting capabilities. • Coach team to support them in effectively communicating and implementing the Employment Pathway Strategic Plan. • Coordinate and support the team's achievement of individual and functional outcomes. • Identify staff training and development needs of the team, and document in the annual Performance Framework plans. • Ensure staff members have a clear understanding of what is required of them and how they contribute to the achievement. 	

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Key Result Area 4	Lead, Manage and Develop a successful Sales Team
<ul style="list-style-type: none"> Communicate in a professional, flexible, helpful and proactive manner with others Actively participate in meetings and action all assigned tasks. Manage effective communication and exceptional service with customers from your team Establish a supportive and collaborative Commercial Sales team. Build the Commercial Sales team's engagement, stakeholder management and consulting capabilities. Coach team to support them in effectively communicating and implementing the Employment Pathway Strategic Plan. Coordinate and support the team's achievement of individual and functional outcomes. Identify staff training and development needs of the team, and document in the annual Performance Framework plans. Ensure staff members have a clear understanding of what is required of them and how they contribute to the achievement. 	
Key Result Area 5	Quality, compliance and management of risk
Tasks/ Accountabilities/ Deliverables <ul style="list-style-type: none"> Apply risk management and mitigation strategies and ensure the health and safety of staff, clients and visitors. Apply and support the use of consultation practices that enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health and safety. Demonstrate compliance to risk management and Disability Services Australia policies and legislation including but not limited to: <ul style="list-style-type: none"> Safeguarding Participants Critical Incident Work Health and Safety Incident reporting Essential Qualification 	

Conduct And Behaviour Standards Of A DSA Employee

Core Area of Responsibility	You are required to:
Key Tasks	
<ul style="list-style-type: none"> Actively support Disability Services Australia's (DSA) purpose and values. Operate in line with DSA Standards of Conduct, policies and practices. Ensure the health, safety and welfare of self and others. Follow reasonable directions given by the organisation in relation to Work Health and Safety. Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times. 	

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- Not engage in any unapproved Restrictive Practices and follow all requirements of individual support plans and/or behaviour support plans for our clients.
- Maintain a person-centred approach in everything you do.
- Maintain a valid Working with Children Check (NSW).
- Undergo periodic criminal records checks and report to your manager any criminal charges or convictions recorded during the course of your employment/volunteering.
- Positively and constructively represent our organisation to external contacts at all opportunities.
- Maintain essential qualifications as per organisational requirements
- Report incidents, suspicions, concerns, allegations and participate in investigation processes as required by the Incident Management Framework.
- Follow reasonable instructions given to you by your manager and perform tasks outside of those mentioned as needed.

Acceptance

I have read this position description and all the Appendices and understand what is required of me.
I am not aware of any reason preventing me from performing the position.

Signature			
Name		Date	

Appendix 1

Key Internal & External Stakeholders

(Key Relationships to foster that facilitate achievement of the Purpose and Key Results)

Internal:

- Executive General Manager - Employment Pathways
- Site Managers Packaging Solutions
- Finance Team
- Broader DSA and Scope staff including Risk Team
- Shared Services staff

External:

- Business Customers/Packaging Solutions Clients and Suppliers.
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Appendix 2

Talent Acquisition Information

(The essential knowledge, experience, skills, and personal attributes required for the job)

Experience and Qualifications

Essential

- NSW Driver's License.
- NSW Working with Children Check.
- NDIS Worker Screening Check and / or Current Police Check.
- Proven Business to Business commercial negotiations, commerce and finance
- Confident in identifying and moving towards business opportunities, seizing chances to increase profit and revenue.
- Prior experience developing market analysis, SWOTs, business plans.
- Bachelor degree in Marketing, Business or similar (highly desirable).
- Strong working knowledge of Microsoft Office programs.
- 3-5 years' experience in a similar role.
- High level verbal and written communication skills.
- Culturally sensitive.
- Demonstrated innovative thinking and proactive work habits including an eye for detail and for new relationship opportunities.

Published: 10/02/2021	Owner: EGM CHL	When printed this document becomes uncontrolled
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Desirable

- Previous experience in Logistics, Warehousing, Marketing Business Development/Sales.
- Experience within the Disability Sector.
- Coaching and mentoring experience/qualifications.
- Prior experience developing market analysis, SWOTs, business plans.
- Ability to work to tight deadlines and manage ambiguity, with strong time management and prioritising skills.
- Flexible attitude to work, including a willingness to travel and to work events on occasional evenings.
- A problem solver, a quick study, a self-starter with a passion for helping people with disability to achieve their employment goals.
- Experience of using a CRM system.
- Creative yet analytical, organised, structured.
- Strong interpersonal and customer focus skills.
- Ability to work positively within a team environment.
- High standard of ethical behavior and strong cultural values, strong in both integrity and confidentiality.