



## POSITION DESCRIPTION

<b>POSITION TITLE:</b> BUSINESS ENGAGEMENT CONSULTANT	<b>LOCATION</b> : Southport
<b>REPORTING TO:</b> SITE PERFORMANCE MANAGER	<b>DEPARTMENT:</b> DISABILITY EMPLOYMENT SUPPORT SERVICES

### PURPOSE STATEMENT

Identifying and developing collaborative relationships with clients and employers with a focus on securing successful job placements and supporting ON-Q participants as they transition to employment. The Business Engagement consultant will work as part of a team to increase the number of job vacancies, develop repeat business and achieve multiple placements. The focus being on presenting customised employment solutions to business operators, decision makers and influencers across various industries to increase the number of disability confident employers in our regions.

### OUR PURPOSE

- Connecting to their community through participation in paid work
- Engaging in social and lifestyle activities to enhance involvement in the community
- Working with young school leavers with a disability to take part in work or training post school
- Creating strong partnerships with community, industry and government to promote disability employment
- Investing in social enterprise opportunities.

### OUR VALUES

- Integrity
- Empowering Individuals
- Build Open and Honest Relationships through Positive Communication
- Embrace and Drive Change
- Compassion

### REPORTING

This position reports to the Site Performance Manager

**KEY RESPONSIBILITIES:**

- Securing a key number of Quality Vacancies for our clients.
- Investigating possible job creation opportunities with employers.
- Developing and maintaining ongoing customer (existing and prospective) relationships.
- Effectively managing and expanding the Customer Relationship Management Database.
- Effectively respond to and address employer needs
- In-depth knowledge of the local industry and its current events

**CORE COMPETENCIES:**

- Ability to align to and implement the Company's Strategy, Purpose and Vision.
- Achievement orientated with a focus on continual improvement and customer service.
- High level of verbal and written communication skills including facilitation, public speaking skills and the ability to write complex reports or documents.
- Strong financial and budgetary literacy.
- High level of computer literacy and knowledge of information systems.
- Highly developed team engagement and self-management capabilities.

**ESSENTIAL CRITERIA:**

- Proven sales experience including strong business engagement and networking skills within a professional environment.
- Demonstrate the ability to successfully negotiate and influence.
- In-depth knowledge of the local industry and its current events
- Ability to develop plans and provide accurate and timely reports.
- Excellent interpersonal communication skills with the ability to communicate with both internal customers and external customers.
- Ability to work as part of a team and also autonomously to prioritise workloads.
- Knowledge of and commitment to quality assurance and continual improvement.
- General knowledge of all ON-Q's programs and service delivery products.
- Ability to identify and report WHS, EEO, quality management and risk management issues.
- Full driver's license and willingness to travel when required.

**DESIRABLE CRITERIA:**

- Experience in solution selling/consultative selling
- Experience in or knowledge of Disability Employment Services and/or Employment Services
- Knowledge of, or ability to acquire detailed knowledge of relevant industry standards and practices.

**ORGANISATIONAL RELATIONSHIPS:**

External Relationships: Based in the community, close collaboration and development and maintenance of key business relationships with employers and community organisations.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_