

## Business Development Manager

## Position Description

<b>Grade</b>	6.2	<b>Position number</b>	
<b>Employment type</b>	Ongoing	<b>Status</b>	Full time
<b>Division</b>	Customer Engagement	<b>Direct / indirect reports</b>	1 / 0
<b>Reports to</b>	General Manager, Customer Operations and Strategy		
<b>Date approved</b>			

## About CenITex

<b>Our Vision</b>	To deliver customer focussed ICT services, that support a modern, agile and productive public sector
<b>Our Purpose</b>	CenITex is a key supplier of shared ICT infrastructure providing services and support needed to ensure our customers stay operating and connected 24/7.
<b>Our Values</b>	Our values are the foundation of our culture and guide how we work together: <b>RESPECT, COURAGE, ACCOUNTABILITY, COLLABORATION, INITIATIVE</b>

### Division Summary

The Customer Engagement team builds and manages relationships with Departments and Agencies in the Victorian Public Sector. Engagement ranges from deep relationships with Departments to broad connection to public sector entities. The intent is to grow the impact of CenITex services across the Victorian Public Sector through providing reliable, easy to use contemporary technology which enables our customers to deliver the services the Victorian community needs and expects.

The Customer Engagement team builds a deep understanding of our customers and how government works and plans and develops the best value services to meet their needs. This team leads the rest of CenITex in the delivery of services to our customers.

### Position Purpose

The position will find and realise new business opportunities, within the Victorian Government and supporting bodies and agencies, which contribute towards CenITex strategic direction. The role will develop relationships and supporting services which benefit CenITex and Government.

### Key Accountabilities

- Identify, target and develop business relationships with new customers.
- Delivering the new customer revenue target and ensuring that new customer commitments are met.
- Engage with new customers through varying channels.
- Develop & implement an engagement strategy for new customers.
- Provide leadership and guidance to CenITex virtual teams to produce proposals for new customers.
- Undertake proactive networking with relevant stakeholder groups to expand service delivery opportunities.
- Maintain collaborative & constructive working relationships within CenITex to support new service offerings for non-customers.
- Develop and maintain new customer proposals and business plans.
- Research Victorian Public sector and a local government to identify new leads and potential new markets.
- Ensure viability of solutions which are made to support new customers.
- Plan and oversee marketing strategies for new customers.
- Utilise networking opportunities such as conferences, meetings, and industry events to develop new customer relationships.
- Coach and develop people as individuals and as a team - building the right capabilities and skills in the team for current and future needs including career planning.
- Any other duties as reasonably directed by CenITex.

## Key Selection Criteria

- **Specialist Expertise and Experience**

Significant experience and track record in sales and business development (in technology, commercial or consulting businesses), with strong technical knowledge across a range of existing technologies and demonstrated ability to develop new markets.

- **Stakeholder management and Influencing**

Superior stakeholder management skills with the ability to credibly communicate, negotiate and obtain strategic outcomes at the most senior level. Highly polished presenter able to influence audiences.

- **Research and Analytical Skills**

Strong research and analytical skills with demonstrated experience in identifying, evaluating and perusing existing and emerging business opportunities.

- **Strategic Planning**

Strategic thinker and commercially astute, with track record in in developing customer focussed and commercially sound proposals for technology and business solutions, that advance strategic interests.

- **Service Excellence**

Dedication to customer service with demonstrated experience in identifying, leading and implementing initiatives that deliver improved customer experience.

## Education and Qualifications

- Tertiary level qualifications in a relevant discipline and/or equivalent experience.

## Skills & Competencies

- **Change Management** - Maintains and controls their work group so that it continues to perform over time in changing circumstances
- **Coaching** - Guides and helps others to develop the behaviours critical to the organisation's current and future success
- **Customer Focus** - Provides an end to end customer experience and meets the customer's expectations and needs
- **Innovative Decision-Making** - Makes effective decisions and innovations which make a step change in the performance of their work group.
- **Initiative** - Remains proactive and takes prompt action to accomplish goals
- **Operational Awareness** - Is attentive to the opportunities and threats to the organisation
- **Performance Management** - Ensures the appropriate performance of all direct reports over time
- **Planning and Organising** - Plans own and team's schedules and resources so that their work is completed by the required time.
- **Relationship Building** - Works with suppliers and staff outside their team to create relationships which achieve mutual goals and objectives
- **Results Orientation** - Continuously works towards the goal with high levels of effort to achieve it
- **Self-Development** - Understands own strengths and development areas, and takes action to continually improve behaviour in the work place over the long term
- **Team Work** - Relates with others in their team to achieve the work group's goals over time

## Other Relevant Information

- This position description is an overview of the role; changes to the position should be expected reflecting changes in organisational goals and objectives, activities or job focus.
- Staff members must comply with policies, procedures, delegations, legislation and other obligations relevant to CenITex.
- In the area of OHS, all staff members are responsible for following reasonable instruction, cooperating with their employer, and at all times taking reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace.