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| **Mission Australia** |
| About us: | Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.We’ve learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support. Together, we stand with Australians in need until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | End homelessness and ensure people and communities in need can thrive. |
| **Position Details:**  |
| Position Title: | General Manager Business Development |
| Award/Agreement: | Non-Agreement |
| Classification/Level:  | N/A |
| Executive Function: | Practice, Evidence and Impact  |
| Business Unit/Program: | Business Development  |
| Reports to: | Executive - Practice Evidence & Impact |
| Position Purpose: | Oversees the development and implementation of the National Business Development strategy in collaboration with service delivery leaders, to meet organisational budget and strategy requirements. |
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**Position Requirements (What are the key activities for the role?)**

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| **KEY RESULT AREA 1** | **LEADERSHIP AND TEAM MANAGEMENT**  |
| **Key tasks** | **Position holder is successful when** |
| * Actively foster a culture across MA that facilitates knowledge sharing, collaboration, continuous learning and improvement and use of evidence to increase the organisation’s impact.
* Define, review and deliver the strategy and annual business planning for the Business Development (BD) Team; report on team achievements and progress; and contribute ideas and input to organisational-wide Strategy and planning processes.
* Ensure integration and collaboration across the team, the Practice Evidence & Insights group and Mission Australia.
* Prioritise requirements and requests from across the organisation to allocate scarce resources effectively.
* Manage the team’s operations within set annual budgets.
* Set and review clear expectations of accountability and performance, within a team culture of feedback, coaching and development.
* Support and guide the BD team in maximising their capabilities and achievements.
 | * MA’s culture increasingly shows leaders and staff understand the value of business development in delivering to the 20-25 Strategy, and use this to shape their work.
* The team’s Business Plan is developed and maintained, its work pipeline is prioritised and managed and activities are delivered to standard and on time.
* The ideas of the position holder and team are used to drive and implement MA’s 20-25 Strategy.
* Team members understand the expectations of their roles and are held accountable for delivering on this.
* Staff in the BD team can see how their work contributes to achievement of the ambitions outlined in MA’s 20-25 Strategy.
* Requests are responded to with clear timelines, and deadlines and quality expectations are met.
* The team’s operations are managed within budget.
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| **KEY RESULT AREA 2** | **COLLABORATION AND STAKEHOLDER RELATIONSHIPS** |
| **Key tasks** | **Position holder is successful when** |
| * Provide high standards of customer service to internal stakeholders, and nurture effective relationships across the organisation to drive key initiatives forward.
* Develop and maintain relationships with external stakeholders, including formal and informal partnerships with: other community services organisations; relevant communities of practice; peak bodies; government and other funders; research and data bodies; and corporate and other supporters of MA.
* Network with internal and external stakeholders and create opportunities to exchange ideas, share knowledge and foster collaboration.
* Contribute thought leadership to sector wide initiatives to improve government commissioning of community and housing services to support people in need.
 | * Internal customers are satisfied with the advice, initiatives and products of the Manager and the BD team.
* MA expertise and knowledge is shared with others.
* New external relationships and partnerships are formed and existing ones strengthened.
* The position holder is established as an effective thought leader internally and externally.
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| **KEY RESULT AREA 3** | **BUSINESS DEVELOPMENT STRATEGY AND PROCESSES** |
| **Key tasks** | **Position holder is successful when** |
| * Develop and implement a strategic framework for business development and opportunity assessment, that drives the shaping of MA’s service delivery portfolio in line with MA’s *20-25 Strategy*.
* Proactively create and support implementation of improvements for more efficient and effective processes and systems across MA relating to business development, so MA performs above relevant benchmarks/sector comparators.
* Develop systems to identify, record, monitor and report on MA’s BD results and performance, information about tenders and relationships.
* Identify and develop strategies in response to trends in commissioning and contracting for the human services sector.
* Deliver special projects and initiatives relating to growth of MA’s impact.
* Support Executive leaders with ideas that yield development, growth and sustainability of MA services.
 | * ExCom and the Board are satisfied with BD performance and comprehensive and accurate reporting.
* MA is positioned in line with, and where possible, ahead of the market in relation to commissioning and contracting trends.
* Decisions about business opportunities are consistent with, and contribute to the achievement of, MA’s *20-25 Strategy*.
* Special projects are delivered on time and budget as appropriate/required.
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| **KEY RESULT AREA 4** | **TENDER / RETENDER SUBMISSIONS**  |
| **Key tasks** | **Position holder is successful when** |
| * Develop compelling tender/retender submissions for funders in partnership with service delivery sponsors and enabler units.
* Ensure tender/retender submissions are consistent with MA’s *20-25 Strategy*, focus on quality impact for service users and are evidence-based commercially viable.
 | * BD team delivers high quality, consistent and timely submission to funders.
* The win rate for tenders/retenders meets or exceeds the sector benchmark.
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| **KEY RESULT AREA 5** | **PROACTIVE BUSINESS DEVLOPMENT** |
| **Key tasks** | **Position holder is successful when** |
| * Establish and manage the Strategic Growth Committee, to enable identification and prioritisation of:
	+ market-led proposals; and
	+ retender strategies.
* Develop market-led proposals, in collaboration with service delivery sponsors, enabling units, and associated material (including business cases, recommendations, etc).
* Develop and coordinate the implementation of retender preparedness strategies for identified priority retender opportunities.
* Proactively explore topics of emerging or potential growth for MA service delivery.
 | * BD builds strong, collaborative, constructive relationships that are reciprocated.
* BD partners with other divisions to ensure a variety of expertise is included in submissions for funders.
* BD communicates between and among services and enablers to ensure submissions are accurate and inclusive of changing policies, procedures and strategic positioning.
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| ***Note - Employees may also be required to perform other tasks/duties or work as reasonably requested to meet Position, Program, Funder or Mission Australia requirements.*****U Work Health and Safety**People leaders must:* Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients and visitors.
* Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health and safety.
* Acquire and keep up to date knowledge of work health and safety matters.
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

**Leadership*** Set the Leadership standards through demonstration of values based leadership and actively promote values based behaviours within Mission Australia.
* Build and maintain an effective and skilled team by establishing role clarity at direct report level ensuring that performance expectations, development and accountabilities are clearly set and reviewed regularly.
* Establish and maintain team structure that ensures that the right people are in place to manage, develop, grow or maintain the function to meet Mission Australia’s current and future needs.
* Drive a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance or team issues.
* Fosters an environment that focuses on client outcomes and satisfaction.

**Purpose and Values** |
| * Actively support Mission Australia’s purpose and values.
* Positively and constructively, represent our organisation to external contacts at all opportunities.
* Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
* Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.).
* To help ensure the health, safety and welfare of self and others working in the business.
* Follow reasonable directions given by the company in relation to Work Health and Safety.
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
* Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
* Contribute to an organisational culture that promotes Mission Australia’s [commitment to the safety and wellbeing of all children and young people](https://www.missionaustralia.com.au/what-we-do/children-youth-families-and-communities/keeping-children-and-young-people-safe).
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Demonstrated ability to develop and deliver a business development function, preferably in a community/human services context.
* Experience with government and/or philanthropic procurement, preferably in a community/human services context.
* Demonstrated sound commercial acumen.
* Demonstrated sound judgement, especially in complex and ambiguous contexts.
* Proficiency in collaboration and in internal and external stakeholder management, including forming partnerships with external bodies to deliver results.
* Proven ability to synthesise and analyse complex information.
* Sound problem solving skills from concept through to delivery.
* Effective communication, presentation and influencing skills.
* Demonstrated strong leadership skills with effective change management capabilities.
* Team management experience.
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| **Competencies*** Action oriented and takes accountability to achieve results in line with set timeframes.
* Builds and maintains sustainable internal and external relationships.
* Demonstrates courage in leadership to confront issues and risks, and escalates as appropriate in accordance with procedure.
* Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely selecting the appropriate medium.
* Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.
* Ability to deal with ambiguity and complexity.
* Demonstrated strong leadership skills with effective change management capabilities.

**Key challenges of the role** |
| * Prioritisation and effective resource allocation within a context of restricted budgets.
* Leading others through change, complexity and ambiguity.
* Analysing complex information to present clear strategic positions and recommendations.
* Influencing others to reach an agreed position.
* Balancing quality, innovation, viability and feasibility.
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**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Vulnerable People Check** [ ]

**Driver’s Licence** [ ]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval** Marion Bennett,

 Executive - Practice Evidence & Impact 10 March 2021

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| **Manager name**  |  | **Approval date** |  |