

POSITION DESCRIPTION

Position:	Senior Business Development Executive – Indigenous Tourism Development
Unit:	Destination Marketing and Development
Reporting to:	General Manager Destination Marketing and Development
Subordinate Staff:	Nil

Position Overview and Key Objectives:

In achieving the objective of sustainable economic growth for the Townsville Region, the Senior Business Development Executive is responsible for:

- Effective engagement and coordination of stakeholders across all levels of government and private sector from a regional perspective
- Promote tourism as a means of sustainable economic development to individuals, Aboriginal corporations, councils and other Indigenous organisations.
- Provide advice and information to assist entrepreneurs and organisations start up or develop their existing business.
- Provide advice and assistance to operators to produce and distribute marketing and promotional materials.
- Link individuals and organisations to the local tourism industry, government and non government industry agencies.
- Providing support, assistance and coordination on key development committees
- Promote Indigenous tourism in North Queensland at a regional level.

Primary Duties and Responsibilities:

Project Management and Facilitation

- Manage the Department of Education, Employment and Workplace Relations (DEEWR) contract and ensure all contractual obligations are met.
- Identification, co-ordination and implementation of appropriate projects and initiatives which progress the sustainable development of the region's Indigenous tourism industry.
- Identify and apply for applicable sources of funding as appropriate.
- Assess the results of projects and make recommendations in relation to future projects.
- Understand and implement effective communication strategies to maximise understanding of projects and opportunities in the broader community, with members and stakeholders.

Relationship Building

- Develop and maintain close, mutually beneficial and productive working relationships with key stakeholders who have an impact on the development objectives of the organisation including: all levels of Government, statutory authorities; regional development organisations; industry associations and community representatives.
- Maintain effective representation in local industry and development initiatives through participating in working groups, advisory committees and attending industry networking opportunities.

Advisory

- Handling of enquiries relating to Indigenous tourism development and investment.
- Input into, and development of, strategic feedback and submissions on various government policies, strategies, plans, discussion papers, and information papers relating to Indigenous tourism industry development.
- Actively seek memberships for the organisation in all interactions and networking opportunities.

- Board sub-committee liaison as required.

Budgets and Reporting

- Prepare budgets for the position and monitor and report as required.
- Prepare briefing papers, submissions and reports for senior management, the CEO, Board of Directors and DEEWR as required.
- Ensure all work is achieved within budget and in accordance with the DEEWR contract.

General:

- Be familiar with, or be in a position to acquire knowledge of, all Workplace Health and Safety regulations and policies of the organisation and its teams and observe these in day to day business operations.
- Demonstrate a professional, team orientated and outcome focused work ethic through maintaining acceptable levels of corporate dress standard; using effective and appropriate communication; consideration of fellow staff; a constant focus on benefits of activities for our members and the region and seeking of new members and sponsorship.
- Assist in providing information and advice on Townsville and its attractions and potential.
- To work as part of a team on major projects and events providing back up to other departments or performing additional duties as and when required.

Performance Measures:

There will be periodical appraisals of your performance during your employment with Townsville Enterprise and the key criteria which will be measured for this position are:

Core

- Suitable identification of projects, innovation in their development and the attraction of investment which are in line with tourism development needs of the region.

Measured by: Decision making processes; identified projects; development of projects to benefit the region and members; innovative techniques used in developing and sourcing projects; outcomes for these projects achieved to detailed milestones.

- Accurate research, analysis and evaluation of projects and effective facilitation of their implementation with suitable parties.

Measured by: Analysis, tailored project plans, quality of briefing papers submissions and reporting. Demonstrated success in playing a facilitation role in projects.

- Effective interaction with internal and external parties displaying high levels of strategic thought; strong facilitation and participation, high levels of attendance at appropriate events and in building relationships and lobbying opportunities which will support the key objectives of your position.

Measured by: Attendance at events; levels of professional interaction; relationship building activities; planned and strategic focus to attending these events.

- Establishing, monitoring and meeting project budgets.

Measured by: Assessment of performance to budget of individual projects and activities.

Organisational

- Ensuring activities are performed on time and the General Manager is advised of potential delays, changes or issues. Providing high level assistance to the General Manager to ensure the team's activities and objectives are met.

Measured by: Performance in meeting regular or project timeline guidelines; accuracy of documents; communication and reasoning presented for changes and good time management demonstrated.

- The professional presentation of documents and reports for use both internally and externally.
Measured by: Document presentation and accuracy
- Demonstration of leadership; professional, team orientated, outcome focused work ethic through maintaining acceptable levels of corporate dress standard; using effective and appropriate communication; consideration of fellow staff; a constant focus on benefits for our members and the region and the seeking of new members and sponsorship.
Measured by: Demonstrated team work & leadership qualities. Display of professional corporate standard through personal presentation and communication. Member focus.

Selection Criteria:**Knowledge & Abilities - Essential:**

- Excellent people skills including a demonstrated ability to lead, consult and negotiate with stakeholders to achieve desired outcomes.
- Comprehensive project management and implementation skills with experience and ability to manage a number of major projects and resources concurrently.
- High level of analytical, conceptual, problem solving and strategic thinking skills.
- Demonstrated competence in preparing correspondence, reports and submissions of a complex and substantive nature.
- Excellent presentation, verbal and written communication skills.
- Extensive knowledge in the operation of government and assistance schemes with ability to network with Government agencies, private sector and general public.
- Knowledge of the Townsville region, its tourism assets, issues and opportunities particularly in developing indigenous tourism.
- Ability to negotiate with Aboriginal and Torres Strait Islander people and their representative organisations.

Skills - Essential:

- Computer skills including previous experience with Microsoft Office and Outlook, customer relationship management system and internet usage.
- Current drivers license

Qualifications - Essential:

- Tertiary qualification, ideally in Economics, Business or Tourism Management or a minimum of 5 years recognised achievement and experience in economic or tourism development.

Qualifications - Desirable:

- Postgraduate qualifications – Economics or Business

All applicants must be willing to work flexible hours and participate in work related travel where required.

Townsville Enterprise Limited promotes an environment where professional development and learning is encouraged with each staff member expected to take an active role in driving their personal development in tandem with the formal review and development process.

ENDS