



Hospitality Business Development Manager

Key Position Information

Job Title: **Hospitality Business Development Manager** Position Reports To: Hospitality Manager

Location: **National Centre of Indigenous Excellence, 180 George St, Redfern**

This position description is intended to be a guide to the principal duties and responsibilities of the post and includes specific tasks by way of illustration. It is not intended to be a definitive or exhaustive list. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

Status: **Fixed term, Part-time, 3 days per week** Works collaboratively with: **Event Booking Coordinator, Conferences Coordinator, Administration**

Primary Purpose of Job

The core purpose of the Business Development Manager (BDM) is to be the key outward facing representative of the NCIE Hospitality enterprise to win NCIE accommodation, external catering and professional conference business opportunities. The BDM will build meaningful and strategic clientele networks by promoting the NCIE's mission and implementing the Hospitality Marketing plan and as a result, produce positive net returns for the enterprise.

The BDM will accumulate data from all interactions with clientele (existing and potential) and resourcefully report on all findings, opportunities and growth to necessary stakeholders.

Qualifications

Completion or progress towards an appropriate tertiary qualification in Business, Marketing, Hospitality Management, or extensive equivalent on-the-job experience.

A NSW Working with Children clearance is required for this role. A current Drivers Licence is required.



Key Result Area (KRA)	Key Performance Indicator (KPI)
Business Development	<ul style="list-style-type: none"> • Identify opportunities for new business and growth through corporate, government, indigenous, non-government, etc. entities that align with NCIE strategy • Conversion of enquiries to committed customers engaged with a high quality experience and positive response data • Develop strategic partnerships that provide long term sustainability for Hospitality enterprise and NCIE • Increase revenue through accommodation, conference and catering sales and recurrent bookings to ensure sustainability • Negotiation of improved purchasing and commercial rates for products and services brokered by hospitality • Product and project development based on client feedback
Marketing	<ul style="list-style-type: none"> • Frequent and thorough reporting on marketing activities, client feedback, revenue and expenses against budget, performance targets and social inclusion measures • Collaboratively implement and improve Hospitality Marketing Plan • Promotion of NCIE enterprises at industry and corporate events (i.e. Supply Nation) and via multiple media channels • Development of presentations and communications in conjunction with corporate communications, for publication and promotion
Leadership	<ul style="list-style-type: none"> • Develop and implement quality reporting and customer feedback processes to demonstrate the hospitality enterprise effectiveness and contribution to NCIE • Lead innovations in NCIE offerings for accommodation, conference and catering participants • Mentor team members to deliver excellence in customer service • Assist in logistics and event support as required for key customer groups
NCIE's Core Values	<ul style="list-style-type: none"> • Consistently acts in accordance with the NCIE's values, challenges practices inconsistent with these values and uses values as a basis managing relationships and decision making.
Employee WHS	<ul style="list-style-type: none"> • Modelling healthy and safe behaviour and ensuring personal health and safety at work. • Not adversely affecting the health and safety of other workers or persons. • Proactively detecting and reporting hazards, then reporting them to the line manager to ensure timely and proper control. • Complying with all reasonable instructions, policies & procedures and safely using equipment. • Reporting any incidents (near misses/injury/illnesses).
Risk Management	<ul style="list-style-type: none"> • Actively participate in risk assessment reviews, contribute to and adhere to policy and operating procedures, developed to manage workplace risks • Assists with developing, implementing and managing a consolidated organisational risk and compliance portfolio including but not limited to WHS, financial, people, systems and operational risk. Managers will regularly discuss specific task or activity risks and controls/treatment plans via team meetings.



NCIE Policies and Procedures

- Contribute to the development, compliance, maintenance, training and application of NCIE policies and procedures.

Selection Criteria

The occupant of this position will be able to demonstrate the following criteria:

1. Demonstrate a minimum 3 years' experience in a dedicated business development, relationship development or sales growth role, with a high degree of initiative and self- motivation
2. Demonstrate a sound understanding of management and operational experience in the Hospitality sector (events, hotels, conferences, catering or similar) including purchasing and budget reporting
3. Sound understanding of data collection from sales and marketing interactions and ability to analyse data collected
4. Breadth of reporting expertise to communicate data in effective formats and communicate findings to a range of stakeholders
5. Demonstrated experience in marketing and multi-media promotion of a business, with positive results both short and longer term
6. Strong commercial business acumen, with an emphasis on effective negotiation, effective administration and organisational (personal and team) skills
7. Highly developed oral and written communication skills to effectively facilitate and negotiate significant outcomes with a wide range of people, including the ability to communicate effectively with Aboriginal people and Torres Strait Islanders and a knowledge and understanding of their cultures.
8. Computing skills, particularly the ability to utilise the Microsoft Office suite of applications in a MS Windows environment, including Excel and other software applications.
9. *Desirable:* Ability to coach and mentor others in customer service deliver to a high standard; an orientation to excellent detail and accuracy, to generate reporting and identify opportunities

Practical Requirements

The preferred candidate will be engaged on a Fixed Term Employment Agreement for 12 months (negotiable).

Work outside of the normal hours of duty may be required. Some travel may be required. Interstate and Intrastate travel including overnight absences may also be required.

Employment will be subject to a Criminal History Check and the candidate must have or have the ability to get a NSW Working with Children Check clearance.

Possession of a valid driver's license and willingness to drive in city traffic is required.

Appointment to this position of a person not currently an officer of NCIE will be subject to a probationary period of 6 months.

