



ROLE DESCRIPTION

Title	Stakeholder Relationship Consultant
Location	As designated - aligned to Employment Region
Employment Status	Fixed Term
Hours	152 hours per 4 week period worked across 19 days (RDO per month)
Award Classification	Training & Placement Officer Grade 2

Primary Job Purpose

- Development of new business and enhancement of existing relationships that meet client and stakeholder needs and successfully progress jobseekers into work.
- Promotion of NORTEC's services to stakeholders to achieve organisational performance targets.
- Work collaboratively with Recruitment Services and other NORTEC teams in fulfilling client needs.

Role Responsibilities and Performance Requirements

- Develop and maintain a good understanding of local employers, industry and business needs.
- Research and identify high growth and emerging industries through structured research and planning, using all mediums including social media.
- Build employer contact cycles and maintain Customer Relationship Management approach to business development.
- Conduct marketing and engage in public relations and networking with employers, industry, government & community organisations to identify, develop and maintain strong relationships.
- Plan and forecast employer/client/industry workforce and skill requirements.
- Identify client segments and ensure service offering matches client segment need.
- Achieve business development targets and activity KPIs.
- Administer, grow and develop NORTEC's Customer Relationship Management System (CRM) through new business creation and data integrity.
- Produce reports aligned to the role both in NORTEC's systems (ESS and CRM) and provide regular updates to management regarding market and business intelligence.
- Participate in and actively promote NORTEC's specific marketing campaigns.
- Work constructively as part of the Business Development team and across other teams, particularly Recruitment Services.

Personal Attributes/Expected Behaviours

Practice and uphold NORTEC's Core Values every day at work. These are:

- **Inclusion** – Welcome diverse backgrounds, attitudes and ways of thinking
- **Respect** – Treat others as we would like to be treated
- **Integrity** – Be authentic
- **Accountability** – Take responsibility for our actions and inactions.

Consistently demonstrate the following attributes:

- **Results Driven** – Develop standards against which to measure behaviour and performance and then measure actual performance against results
- **Client Responsiveness** – ability to build professional relationships and meet the client's needs.
- **Emotional Intelligence** – self-awareness, self-regulation, and recognising the motivation of others. Manage the risk of conflict through good emotional intelligence.

- **Problem solving and critical thinking** – ability to identify, define, critically analyse and resolve problems through research, testing alternative ideas and excellent conflict negotiation skills.
- **Communication** – promote effective interactions and exchange of information, the ability to write and analyse reports, deliver sales presentations and the use of professional, appropriate commercial language.
- **Collaboration** – build relationships internally and externally that promote working relationships to produce successful outcomes for all stakeholders.
- **Research & Planning** – ability to identify and analyse business workforce needs and trends and plan services and business development activity that focusses on meeting those needs.

Organisational Requirements

- Willingness to complete other duties as required.
- Adherence to NORTEC's:
 - Purpose statements and values
 - Policies and procedures
 - Safe work practices
 - Code of Conduct.
- Compliance with Funding Body contractual requirements, guidelines, quality standards, service guarantees and codes of practice.
- Current motor vehicle driver's licence.

Key Selection Criteria

Essential

- Demonstrated experience in a stakeholder relationship management/business development role.
- Demonstrated ability to meet performance targets.
- Excellent time management skills and ability to prioritise new business activities.
- Ability to develop new business customer relationships through research, analysis and planning, whilst maintaining a balance that supports existing customer relationships.
- Strong administration skills including MS Office, IT&C, social media, experience with maintenance of a Customer Relationship Management database.
- Ability to effectively contribute to organisational culture and performance through adherence to NORTEC's Service Delivery Model, personal attributes/expected behaviours and organisational requirements.