

# POSITION DESCRIPTION



## KEY ROLE DIMENSIONS

ROLE	Client Development Manager
REPORTING TO	Executive General Manager
LOCATION	Sydney, New South Wales
TERM	Permanent, Fulltime

## ROLE CONTEXT

The Ethics Centre (TEC) is an Australian-based not-for-profit which aims to place ethics at the centre of everyday personal and professional lives, while giving guidance on complicated ethical issues across all levels of society. For almost 30 years, the organisation has worked within communities and across continents, helping individuals, organisations, industries, militaries and governments embed their ethics in both thought and action. It remains the only organisation in the world providing practical guidance on complex ethical issues across all aspects and levels of society.

TEC delivers education, counselling and advisory services to help individuals and organisations make better decisions aligned to their own considered values and principles. The corporate advisory team currently provides a range of services to organisations including:

- + Ethical Framework Design
- + Organisational Culture Reviews
- + Policy calibration

The Centre's clients are enormously varied and include large ASX listed companies, non-profits, universities, sporting organisations, trade unions and government departments. Recently, TEC launched the Ethics Alliance, a corporate membership program for businesses seeking to raise ethical standards. This program has a clear function: to enable companies – and the leaders who work in them – to harness change for the benefit of employees, customers and shareholders alike. The ultimate beneficiary will be the society in which we all live.

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## PRIMARY PURPOSE OF THE ROLE

The purpose of this role is to develop and implement a strategic approach to relationship development that is creative and proactive. You will position the Ethics Centre as a leading source of advice, education and community in relation to business ethics. You will build and manage a steady pipeline of opportunities across the Centre's Advice and Education teams – and a flow of new members of our Ethics Alliance program. The Client Development Manager will be responsible for the end-to-end process of attracting leads, engaging with prospects, preparing proposals and closing opportunities, including (but not limited to):

- + Creating a business development strategy proactively to target new markets, territories and leads
- + Building new and managing existing relationships to leverage opportunities
- + Ensuring online and offline collateral and documentation effectively supports the lead development process and The Ethics Centre brand
- + Managing the client development process from end to end
- + Working with the organisation to ensure an efficient and effective pipeline process
- + Preparing appropriate, relevant and timely presentations and reports

## KEY ACCOUNTABILITIES

### **Client Acquisition**

- + Maintaining a high level of awareness around national and international trends and events affecting potential and existing clients
- + Developing and implementing a business development strategy in line with the organisation's overarching strategy
- + Managing all new enquiries, ensuring a deep understanding of the context and needs of each organisation
- + In conjunction with our Marketing department and external suppliers, developing strategies for entering new markets and territories for attracting new leads
- + In collaboration with Marketing, developing or refining appropriate online and offline collateral to market our products and services
- + Researching and pitching for Government contracts
- + Representing The Ethics Centre at events and conferences
- + Building and maintaining a database of leads and prospects using our CRM platform
- + Researching organisations and individuals to understand opportunities and decision makers

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## Preparation of Budgets and Proposals

- + Ensuring clarity around budgets and KPI's for business development as part of The Ethics Centre's overarching budget
- + In collaboration with others, preparing budgets, proposals, and statements of works for individual projects
- + Considering and balancing the for-purpose nature of the organisation with budget targets to ensure financial sustainability and growth
- + Managing and responding to Requests For Proposals (RFPs)

## Relationship Management

- + Acting as a trusted advisor to new and existing clients
- + Maintaining ongoing communication with clients
- + Collecting, understanding and managing client feedback
- + Ensuring clients are appropriately made aware of The Ethics Centre's suite of products and services
- + Building healthy internal relationships to ensure The Ethics Centre operates as a highly functional team

## General

- + Committing to the use and improvement of technology and systems that underpin the business as a whole, including Mission Control (project management) and Salesforce (CRM)
- + Fully participating in the development of a strong team culture
- + Modelling the values and principles of The Ethics Centre

## KEY WORKING RELATIONSHIPS

The Client Development Manager reports to the Executive General Manager.

Your role will involve frequent collaboration with key internal stakeholders including our Head of Marketing, our team leaders for Advice, Education and the Ethics Alliance; our Head of Innovation, Operations Manager and Head of Finance and Operations.

This role will also have frequent, direct contact with prospects, clients and influencers.

## FUNCTIONAL / COMMERCIAL EXPERIENCE AND KNOWLEDGE

As Client Development Manager, your skills and experience will include:

- + Sophisticated understanding of the current Australian business, government and non-profit environment
- + Experience with CRM (Salesforce) software
- + 6+ years demonstrated Business Development experience
- + Demonstrated experience in professional services and/or education and training
- + Experience working with 'not-for-profit' organisations is an advantage.

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## QUALIFICATIONS

- + Relevant tertiary qualifications in Humanities, Business, Marketing or related field (preferred).

## GENERIC AND SPECIFIC SKILLS

- + Strong understanding of and affinity with ethos of professional services
- + Highly developed verbal and written communication skills
- + Demonstrated organisation and time management skills
- + Strong analytical skills and ability to synthesise issues
- + Ability to actively listen, understand and respond to client / team needs
- + Ability to observe confidentiality to sensitive issues
- + Ability to meet deadlines
- + Ability to work under pressure in fast-paced environment
- + Ability to influence stakeholders without direct authority
- + Must be a self-starter and able to learn quickly

## SPECIAL REQUIREMENTS

This role involves interstate and possible overseas travel as well as after-hours networking.