
POSITION DESCRIPTION



Business Development Manager

The Australian Refugee Association Inc. (ARA) is a community-based organisation providing settlement, migration and other appropriate assistance to refugees, migrants, and other people of concern.

ARA promotes a holistic approach to the needs of refugees and sees the final goal of settlement as full participation in the social, economic, cultural and political life of Australia while maintaining security of personal, family and community identity.

ARA employs staff to achieve the full range of its objectives. All staff are expected to be aware of and responsive to the needs of the organisation as a whole as well as the particular requirements of their own Position Descriptions.

1. REPORTING RELATIONSHIPS

- Reports directly to the CEO.
- Is accountable to the CEO and works as part of the management team.

2. KEY RESPONSIBILITIES

Program Deliverables:

- The business development manager will be responsible for driving business growth, including acquiring new opportunities, for ARA.
- Develop business cases for large scale program opportunities as agreed with the CEO.
- Conduct research to identify new opportunities.
- Seek new funding via applications to government funding bodies and philanthropic bodies.
- Manage the grants program of the organisation, including research and identification of grant opportunities, grant writing, budget construction and securing funding for one off and larger multi- year projects that enable the organisation to sustain and expand its service portfolio to newly arrived communities.
- Work with the CEO and relevant project managers, to coordinate all acquittal, evaluation and reporting writing to external funding bodies.
- Provide regular reports to the CEO on grants program performance.
- Work with CEO and relevant database staff to analyse and identify client needs and organisation results to support grant applications.

Stakeholder Engagement:

- Participate in internal team and staff meetings for the purpose of sharing information and reporting on new opportunities.
- Attend external meetings and engage with high level stakeholders as required of the role.

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- Work with the CEO and relevant managers to identify and build potential partnership opportunities with the sector.
- Develop a network of contacts by building long-term relationships with new and existing stakeholders.

Philanthropic Donors:

- Alongside the CEO, build and maintain relationships with major donors, including reporting and engagement opportunities.
- Work with CEO, Board and fundraising team to identify opportunities with potential donors.

General Conduct:

- Employ effective internal communications with staff, funders and stakeholders.
- Work collaboratively with other staff and volunteers as appropriate.
- Assist the CEO and relevant staff with special projects as requested.
- Keep accurate and timely records.
- Take responsibility for own time management, planning and organisation of work.
- Seek continuous improvement to ensure services are provided efficiently and effectively.
- Maintain confidentiality and privacy of information.
- Conduct activities in a culturally sensitive and appropriate manner.

Reporting:

- Provide accurate timesheets and mileage records for approval.
- Report any significant issues or concerns immediately to the CEO.

3. PERSONAL CRITERIA

Qualifications:

- Relevant tertiary qualifications and/or a minimum of three years' experience in an equivalent role in business development, grant acquisition and grant administration.
- Current Australian driver's licence (required).

Experience & Knowledge:

- Proven working experience as a business development manager, or a relevant role in the not for profit sector.
- Proven success in writing high quality funding applications.
- Experience in networking and building relationships within both Government and the philanthropic community. You must be able to build rapport.
- Knowledge of the Australian grants and philanthropic giving environment and the ability to research and identify funding opportunities.
- Experience working within a multicultural service environment.
- Proficiency in MS Office and CRM software (eg Salesforce) will be viewed favourably.

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Personal Capabilities:

- Ability to work collaboratively with diverse people, including the CEO, ARA staff, Board, external providers, partner organisations and funding bodies.
- Cultural literacy will be vital in this role.
- The ability to work both autonomously, managing your own workload and deadlines, as well as in a team environment will be essential. The successful candidate will demonstrate flexibility in response to changing circumstances and priorities.
- Exceptional verbal and written communication skills.
- Strong administrative skills, including the use of computer systems, and an exceptional phone manner are required.
- A careful approach that results in a high level of attention to detail, high quality, accurate and timely documentation.
- The ability to undertake effective research, identify problems, develop solutions and generate meaningful data.
- Ability to maintain confidentiality when working with sensitive, personal, and confidential information.
- Strong ethical practices with a specific commitment to:
 - ARA Service Principles.
 - Equal Opportunity and Anti-discrimination.
 - Work Health & Safety.
- Professionalism:
 - Adheres to the duties, obligations and codes of conduct defined by occupational organisational procedures.
 - Maintains constructive and collaborative working relationships characterised by respect, support and trust with colleagues whilst maintaining ethical boundaries.
 - Upholds legal and ethical principles including confidentiality, consent, conflict of interest, duty of care, dignity, privacy, capacity, personal boundaries and safeguarding.
 - Works to Work Health and Safety policies and procedures and participates in continuous improvement activities.
- Decision making:
 - Adopts the approach to decision making that reflects the complexity, urgency, and consequences of decisions.
 - Participates in identifying and managing risks.

4. WORK HEALTH & SAFETY RESPONSIBILITIES

- Compliance with Agency WHS policies and procedures.
- Active promotion of safe work practices in the workplace.
- Reporting of all hazards, incidents and actions taken to prevent accidents.
- Maintenance of a safe working environment in all locations.

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5. SPECIAL CONDITIONS

- Must have evidence of Australian residency or current working Visa.
- Must have DHS Working with Children Clearance, updated every five years.
- Must have or be willing to obtain a Child Safe Environment Certificate.
- Must have or be willing to obtain a First Aid Training Certificate.
- Must be willing to participate in training and development opportunities as part of continued professional development.
- This position will be offered as a remote working location role to the right candidate. Therefore, this would require travel to South Australia, and particularly, the ARA office as required.
- Must own a roadworthy vehicle that is registered and has minimum third-party property insurance and be able to use this for work purposes.
- Must be willing to participate in occasional after-hours work, including evenings and on weekends.

6. ACKNOWLEDGEMENT

Signature: _____

Signature: _____

Employee Name: _____

Manager Name: _____

Date: _____

Date: _____

