

'Helping our members stay healthy, get well, live better and deliver peace of mind'

POSITION DESCRIPTION

BUSINESS DEVELOPMENT CONSULTANT

Position Summary

Reporting to the Business Development Manager, the Business Development Consultant will be responsible for developing new business growth opportunities with both new and existing clients to enable St.LukesHealth to achieve the strategic and business objectives for growth and client relationships. They will be required to develop new member relationships and maintain a high level of member interaction and liaise with and support the Business Development Manager.

Key Capabilities

Essential

- 3+ years' experience in a sales environment with demonstrated knowledge in sales and marketing strategies;
- High proficiency in decision making and planning;
- High levels of negotiation and networking skills
- Information technology to intermediate levels
- Excellent time management with the ability to prioritise
- Demonstrated ability to apply initiative and work unsupervised
- Sales & Marketing principals, practices and strategies
- Presenting and communicating information
- Demonstrated ability in negotiation, networking, presenting and communication
- Achieving personal work goals and objectives.
- A current Tasmanian drivers' license and Police Certificate

Qualifications

Minimum Cert III qualification relevant to sales and marketing or demonstrated experience in a similar role

Preferred

- Experience in the Health Insurance Industry
- Eligibility for membership of an appropriate sales body

Employment Conditions

Permanent Full Time (Negotiable)

Reports to

Business Development Manager

Working location

Based in location as required (North, South, NW). Inter/intrastate travel required.

Professional Development

At St.LukesHealth your professional development plan will focus on helping you develop and grow at every level of your career to identify and develop strengths to enable you to do your best work every day.

1 Key Responsibilities

- 1.1 Develop new business growth and opportunities with both new and existing clients with the focus on achieving the strategic and business objectives for growth and client relationships.
- 1.2 Develop new member relationships and maintain high level of member interaction and liaise and support the Business Development Manager.
- 1.3 Manage relationship and referrals with MyState Bank and other Partnerships & Alliances and maintain and increase new business growth with existing clients, business groups and agents. Convert & manage partnership referrals in a timely manner.
- 1.4 Assist in planning possible market strategies with consideration of the economy and the current market.
- 1.5 Ensure set budgets and key performance indicators are achieved and undertake tasks, prepare reports and recommendations within the scope of the role. Achieve SEU budget.
- 1.6 Be accountable for own work and provide Manager with weekly reports on activities, results, regional issues/developments.
- 1.7 Be available for special events and work outside normal hours where necessary, maintaining an open discussion with the Manager on work / life balance.
- 1.8 Build and maintain positive relations with the sales team and all other departments.
- 1.9 Ensure the health fund complies with all legal requirements including State and Federal Acts and have consideration for risk and workplace health and safety management activities within your area.
- 1.10 Maintain up to date and high-level knowledge of products and services.
- 1.11 Ensure that the practices and procedures associated with sales meet the strategic objectives.
- 1.12 Ensure all appointments and tasks are carried out in a timely and efficient manner with office time kept to a minimum.
- 1.13 Maintain a high level of activity/promotions with business groups, both corporate and non-corporate to maintain relationships and to develop new business growth.

2 Key Result Areas

- 2.1 Builds and maintains rapport with key stakeholders in corporate business groups in consultation with BDC's and regional managers.

- 2.2 Leads by example by demonstrating initiative, a proactive approach to business development and maintains a professional approach when dealing with key internal and external stakeholders.

- 2.3 Maintains open and constructive communication with state-wide managers and the BDC team by touching base through links up calls / meetings to discuss new ideas, new corporate opportunities, competitor products and their activity and more.

- 2.4 Achieves the strategic and business objectives for growth and client relationships adhering to the legal requirements including State and Federal Acts and APRA standards, risk and workplace health and safety management activities.

- 2.5 Maintains a high level of activity/promotions with business groups, both corporate and non-corporate to maintain relationships and to develop new business growth.

- 2.6 Consistently achieves set budget and targets.

Values

STEWARDSHIP *Taking care of the future*

We encourage creativity and respond to the needs of our members to stay healthy, get well quicker, live better with illness and deliver peace of mind through the considered and innovative management of risk, capital, resources, people and products.

I do my job well and know what it takes to deliver effective, meaningful and honest outcomes for our members.

I strive to improve the experience for members and team mates and accept my part in seeking good outcomes for everyone.

People are important to me and to the organisation so I will behave in a way that encourages rather than discourages the members.

I have information that is important to members and will ensure I consider all their needs, working with others to meet those needs.

RESPECT *Respect the individual*

Our people put the team ahead of their personal success and commit to building the capacity of each other and our organisation through respect, communication, empowerment, valuing the individual strengths to serve our members

I lead by example and set a high standard that motivates and encourages high achievement in others.

I have the power to make a difference in a member's life and will ensure I treat everyone respectfully.

I consciously devote my time and energy towards guiding and helping our members.

I am thoughtful and considerate when dealing with members, demonstrating kindness and patience.

EXPERIENCE *Value the engagement*

We are dedicated to partnering with our members and our people to deliver exceptional service, actively engaging with our community to build our reputation as innovative leaders in the health insurance industry.

Good outcomes are the key focus of my service delivery.

My attitude determines my altitude and I approach everything in a positive and constructive manner.

I am a good listener and show sensitivity to the needs of members.

I will solve member enquiries and issues promptly and ask for help when I need it.

INNOVATION *Dare to disrupt*

We are committed to creating an ambitious and proactive environment that focusses on and encourages forward thinking and new ideas, partnerships, embracing change and continually enhancing the member experience.

I strongly believe I can make a difference through my own efforts and acknowledge the efforts of others.

I make decisions that can improve what we do and am always looking at ways to do things better.

I ask insightful questions to encourage others to think for themselves and solve their own problems.

I am most effective when I'm part of a team, contributing new ideas and supporting change.

INTEGRITY *Do right, be real and be brave*

We are professional and honest in our working relationships striving for fairness in our decision making and in our treatment of one another that ultimately affects the business outcomes and builds member trust.

I know what I'm good at and do this to a standard of excellence when dealing with members.

I act professionally and have a pride in my appearance, my attitude and my demeanour.

I see the best in people and motivate them to develop their skills towards better outcomes for our members.

I show members they matter by being warm, sincere and sensitive to their feelings.