

SM: Job Description for DRUMBEAT Quest Team Leader

Date:	22/06/2018
Position Title:	DRUMBEAT Quest Team Leader
Reports to:	Social Enterprise Manager
Classification	Level 6

SECTION 1: PURPOSE OF THIS JOB:

- The role of this position is to:
- Lead and coordinate DRUMBEAT Quest activities so as to maximise revenue and social impact.
- Implement and manage the Social Change Partner (SCP) strategy including the recruitment, training, contract management and support of SCP Agents.
- Implement and manage the SCP strategy including the recruitment, training, contract management and support of SCP Distributors.
- Build strong relationships with both existing and potential customers, external business contacts and internal company stakeholders. Focusing initially on Australia and as required the United States of America.
- Explore and identify new Australian and international market segments for DRUMBEAT Quest. Manage the pipeline process.
- Create, review and communicate revised DRUMBEAT Quest product, marketing, training and contract management materials (as required) to SCPs, customers and other stakeholders.

SECTION 2: KEY WORKING RELATIONSHIPS

INTERNAL	EXTERNAL
Social Enterprise Manager	Social Change Partners - Agents
DRUMBEAT Team Leader	Social Change Partners – Distributors
Product Development Team Leader	Customers
Social Enterprise Team Members	Agencies
Holyoake Marketing & Bus. Dev Manager	Funding bodies
Manager Corporate Services	Community Service Organisations
	IT Support Provider

This job description form (JDF) contains the key outcomes and responsibilities for this position. The JDF provides an indication of overall focus and is not intended to be a complete list of specific tasks and duties.

SECTION 3: KEY OUTCOMES:

1. Business Development
2. Relationships
3. Program and Service Excellence
4. Other Duties

1. Business Development

Key Responsibilities
<ul style="list-style-type: none"> • Recruit, train, support and contract manage SCP Agents. • Recruit, train, support and contract manage SCP Distributors. • Quote and finalise sales. • Arrange for and provide support for the installation of DRUMBEAT Quest. • Provide and/or arrange IT support as required. • Explore and identify new opportunities for promotion for DRUMBEAT Quest across Australia and the USA that will have a positive impact on demand for services. • Work in conjunction with Holyoake’s Marketing & Business Development Manager, Social Enterprise Communications Officer and Social Enterprise Manager on the implementation of Social Enterprise Promotions and Sales Strategy (including business-to-business campaigns and business to customer campaigns) across different territories and business sectors, delivering positive, measurable outcomes. • Monitor and report on Quest income and expenditure and competitor activity. • Work under direction of Holyoake Marketing & Business Development Manager to ensure

consistency and quality of DRUMBEAT brand across markets and brand extension programs.

2. Relationships

Key Responsibilities
<ul style="list-style-type: none"> • Develop relationships with new SCP Agents and Distributors and maintain relationships with existing SCP Agents and Distributors and current fee for service customers. • Develop relationships with organisations that have purchased DRUMBEAT Quest and support usage on an ongoing basis. • Develop customer/facilitator networks and peer groups. • Develop social enterprise networks.

3. Program and Service Excellence

Key Responsibilities
<ul style="list-style-type: none"> • Assess and monitor service standards and satisfaction levels and identify improvements. • Ensure that customer satisfaction is maintained. • Participate in the development, testing and implementation of new and innovative services. • Build and maintain a portfolio of opportunities and issues and related to service delivery, and in particular the installation and ongoing usage of DRUMBEAT Quest.

4. Other Duties

Key Responsibilities
<ul style="list-style-type: none"> • Contribute to the development and implementation of the Social Enterprise Unit Plan. • Support the Social Enterprise Manager as required ensuring business unit objectives are met. • Together with the Product Development Team Leader provide input so that the DRUMBEAT Team Leader can coordinate the promotion and communications activities for Social Enterprise programs and services. • Attend relevant meetings as required. • Adhere to all Holyoake policies and procedures.

SECTION 4: AUTHORITY LEVELS:

The DRUMBEAT Quest Team Leader operates under the general direction of the Social Enterprise Manager. This position has a significant degree of autonomy and responsibility.

SECTION 5: COMPETENCY REQUIREMENTS:

SELECTION CRITERIA

Qualifications and Training:

- Relevant tertiary qualification

Knowledge and Experience:

- Strong knowledge and background related to the education sector
- Proven record in sales and business development roles
- Stakeholder and customer relationship management
- Event and campaign management
- Contract management

Skills:

- Commitment to providing outstanding customer service
- Demonstrated commitment to innovation and improvement
- Ability to build relationships and negotiate effectively
- Initiative and ability to work unsupervised
- Ability to mentor and develop SCP agents and distributors
- Well-developed written and verbal communication skills
- Ability to work as part of a team
- Highly effective time management and personal organisation skills
- Ability to work within the Holyoake values and philosophy

Other:

- National Police Certificate
- Current WA driver's licence

SECTION 6: ACCEPTANCE OF JOB DESCRIPTION:

Incumbent Name:

Incumbent Signature

Date

Unit Manager:

[Position Title]

Unit Manager Signature

Date

CHIEF EXECUTIVE OFFICER AUTHORISATION:

Signature:



Date: 22/06/2018