

POSITION DESCRIPTION

ROLE TITLE	Engagement Manager - Regional	
DEPARTMENT	Industry Engagement	
REPORTS TO	Director Industry Engagement	
EMPLOYMENT STATUS	Permanent Full Time	
DIRECT REPORTS	Nil	
LIAISES WITH EXTERNALLY	<ul style="list-style-type: none"> Regionally based SME construction businesses, up to Tier 3 contractors as directed Regional and secondary industry stakeholders, including regionally-based economic, skilling and government stakeholders 	
ESSENTIAL QUALIFICATIONS AND EXPERIENCE	<ul style="list-style-type: none"> Minimum of 2 years' experience in relationship management, business development, network building or stakeholder engagement Demonstrated knowledge of the building and construction industry and the vocational education and training (VET) sector Driver's Licence 	
PREFERRED QUALIFICATIONS / EXPERIENCE	Post-school qualification in a business or education related field. Experience with information management systems and/or relationship management systems to support customer management	
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> The Engagement Manager - Regional is responsible for growing and maintaining effective local networks, consultation, negotiation and liaison with key stakeholders to deliver CSQ's services, promote and represent CSQ and our brand in region. The role also plans engagement at a regional level, including SME industry stakeholders to promote and enable effective delivery of CSQ's programs, initiatives and services in region, and for regularly reporting business outcomes to senior management. The role will play a key role in leading regional workforce planning processes and creating local solutions to workforce issues 	
	CSQ STRATEGIC GOALS	CORE ROLE OBJECTIVES
ROLE IN ACHIEVEMENT OF CSQ'S STRATEGIC GOALS	<ul style="list-style-type: none"> Inspiring and provide pathways for people to join the building and construction industry 	<ul style="list-style-type: none"> Communicate pathways information via one to many engagement and support implementation of CSQ Attract programs in region.
	<ul style="list-style-type: none"> Provide training solutions and leverage investment in skills to increase the capability of the existing workforce 	<ul style="list-style-type: none"> Promote and facilitate access to CSQ Develop programs to increase brand awareness and uptake of CSQ services in region;
	<ul style="list-style-type: none"> Help the sector develop strategies to keep talented people in the industry 	<ul style="list-style-type: none"> Grow CSQ's network and partner with local organisations to develop regional workforce strategies, and manage CSQ relationships in region.

KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of the building and construction industry in the context of training and workforce development. • Knowledge of the VET sector, or ability to rapidly acquire a working knowledge of workforce development tools and techniques • Experience in leading effective industry engagement networks, and managing stakeholders of medium levels of complexity and risk
SKILLS	<ul style="list-style-type: none"> • Strong interpersonal communication skills and ability to foster relationships with key local stakeholders to lead and influence them to build commitment to long-term workforce development. • Collaborative with high levels of emotional and social intelligence. • Professional presentation and facilitation skills. • Conceptual and analytical skills, including the ability to interpret and present data trends and reports to help shape thinking. • Research, interrogation and questioning techniques, including the ability to identify regional opportunities and strategies to deliver skilling and workforce development priorities. • High level of digital literacy and a working understanding of information management systems – including intermediate Microsoft Outlook, Word, Excel and PowerPoint skills • Ability to be a self-starter and work autonomously and independently, whilst aligning activity to the achievement of team goals

ORGANISATION COMPETENCIES

COMPETENCY	ROLE OUTPUTS REQUIRED
Shapes the Future <i>Sets CSQ up for future success</i>	Connects well with others to: successfully operationalise areas of responsibility; and respond to opportunities for innovation and improvement.
Results Driven <i>Focuses on achieving results both in the long and short term.</i>	Activates systems, processes and plans in a timely, organised and consistent manner.
Leads Self and Others <i>Manages self and others to support a constructive culture</i>	Demonstrates trustworthy leadership, affords autonomy to others, and supports individual and team development. Champions learning, adaptation to the digital world, and is open to new ways of working.
Customer Focus <i>Carries out activities with the customer in mind.</i>	Skilfully supports team to respond to customer queries, ensuring a customer service excellence experience.
Relationship Builder <i>Builds sustainable professional relationships.</i>	Emotionally intelligent, acknowledges team wins, is clear about successes and failures, and builds on those to support mastery and autonomy.

GOALS FOR THE ROLE

KEY ACCOUNTABILITIES

Engagement

- Professionally and proactively identifies and acts upon opportunities to connect with customers and regional stakeholders.
- Grows CSQ's brand and customer reach through business development, supportive engagement and high levels of industry credibility
- Actively listens to regional stakeholders to ascertain industry aspirations, identify issues and gather and distribute information.
- Identifies patterns, systemic issues and opportunities through engagement activities.
- Consults, promotes and fosters external stakeholder relationships through facilitation of collaborative meetings, seminars, workshops and activities.
- Provides a public focal point at a regional level through which stakeholders can engage with CSQ on skilling issues impacting the industry.
- Communicates CSQ's purpose and negotiates with stakeholders to deepen industry level understanding, and collaboration on workforce development.
- Refers and connects regional stakeholders to relevant organisations and agencies where inquiries are outside the scope of CSQ, utilising relationships developed across industry and government.
- Sources and manages Tier 2 & 3 industry relationships as directed by Director

Planning

- Leads the development of CSQ's regional engagement plans for areas of responsibility, in collaboration with the Director and other team members.
 - Support planning and implementation of CSQ programs, as directed.
- Participate in reviews of CSQ programs and services, with a focus on innovation and improving outcomes for industry

Critical Analysis

- Understands and interprets data, and relationship links and stakeholder requests, and uses discernment to determine appropriate organisational responses.
- Interrogates information and determines relevance for CSQ and external stakeholders.

Reports information back to CSQ and connects internally with relevant areas to share information and collaborate on responses.

Reporting

- Reports on CSQ's regional engagement, and escalates relevant issues internally.
- Shares opportunities to improve local and state-wide delivery of CSQ's programs and services.
- Identifies new local PR, marketing and communications prospects.

Reports on CSQ Industry Program Management responsibilities as directed.

Communication

- Builds a positive brand awareness and regional connection with the industry through regular in-area consultation, event attendance, meetings and conversations.
- Shares information and insights within CSQ and within the industry.

Facilitates discussions around workforce planning and attraction, development and retention strategies to achieve outcomes

General

- Champions adaptation to the digital world, and is a positive voice for innovation and industry change
- Other reasonable tasks and project support, as required, from time to time.

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the Business.

Employee Name _____ Signature _____ Date _____

Manager Name _____ Signature _____ Date _____

Instruction for staff

1. Read the Position Description carefully.
2. Keep a copy for you to use at work.
3. This is a living, breathing document and may change with the needs of the Business.

Instruction for managers

1. Photocopy the signed copy of the Position Description and give to the Staff Member.
2. Return the original to Human Resources.