

POSITION DESCRIPTION

LAST REVIEWED: January 2021

ROLE TITLE	Industry Development & Capability Coordinator
DEPARTMENT	Industry Development and Capability (IDC)
REPORTS TO	Manager – Industry Capability
EMPLOYMENT STATUS	Permanent part time (0.6 with the option to increase to 0.8)
DIRECT REPORTS	Nil
LIAISES WITH EXTERNALLY	<ul style="list-style-type: none"> • Industry Stakeholders • Suppliers and service providers
ESSENTIAL QUALIFICATIONS AND EXPERIENCE	Formal Qualification (or working towards) in Business or related field such as Business Development/Marketing, Learning and Development, Training
PREFERRED QUALIFICATIONS AND EXPERIENCE	<ul style="list-style-type: none"> • Previous experience in an office environment, preferably in a similar role that provides support in a Business Development (Marketing), Learning & Development (HR) or Vocational Education and Training (VET) environment.
PURPOSE OF THE POSITION	Through the provision of high level coordination, data, administration and engagement support to the Manager – Industry Capability and IDC team, this role contributes to increasing the workforce capacity of the building and construction industry in Queensland.
KNOWLEDGE	<ul style="list-style-type: none"> • Strong IT & Microsoft Office Suite knowledge such as Word, Power Point, Excel and Outlook • Database management • Research know how, to quickly seek out, compile and distribute information in a manner that makes sense to the recipients • Workforce Planning fundamentals (not essential)
SKILLS	<ul style="list-style-type: none"> • Open and growth mindset • Self-discipline, organisation and time management skills • Good character, and polished presentation • Sound verbal and written communication skills • Analytical/design thinking mindset • Strong IT and accurate keyboarding skills

ORGANISATION COMPETENCIES - CSQ WAY

COMPETENCY	ROLE OUTPUTS REQUIRED
Shapes the Future <i>Sets CSQ up for future success</i>	Pro-active in managing self well through change, and remains focused on improving existing work practices and delivering team objectives.
Results Driven <i>Focuses on achieving results both in the long and short term.</i>	Motivates self to effectively work across multiple tasks to execute team objectives.
Leads Self and Others <i>Manages self and others to support a constructive culture</i>	Utilises strengths, and identifies opportunities for self and team improvements in order to deliver CSQ plans in a constructive manner. Works with an open, growth mindset, and adapts to new ways of working.
Customer Focus <i>Carries out activities with the customer in mind.</i>	Delivers high level customer service, and processes tasks in accordance with CSQ processes and systems.
Relationship Builder <i>Builds sustainable professional relationships.</i>	Emotionally intelligent and works towards effective relationships by being reliable and generous with others, and respectful of diversity.

GOALS FOR THE ROLE

KEY ACCOUNTABILITIES
CRM Oversight/Reporting/Data Analysis <ul style="list-style-type: none"> • Coordination of engagement performance reporting • Coordination of business reporting processes, action plans and reports • Cleanse data for CRM (Connect) in terms of employer data, control point for Prospect to Customer. • Upload details and RTO management for Logbook (internal IT platform) • Maintenance and regular cleaning of industry stakeholder list • Management of CRM exception reporting for IDC Management • Liaison with Marcomms for developing customer nurture campaigns in Connect CRM & reporting • Maintaining evaluation processes for Industry programs (Surveys for Try a Trade, etc)
Industry Development & Event Support <ul style="list-style-type: none"> • Support CSQ representation at public forums, conferences, business meetings, trade expos, awards nights and events • Schedule and co-ordinate large meetings and industry forums. • Liaise with industry stakeholders to set up consultation events (ISCP), either in person or remotely. • Attend team workshops and meetings, accurately record meeting outcomes and action follow up items • Conduit with Marketing and Communications to assist with CSQ events (when required)
Project Support & Administration <ul style="list-style-type: none"> • Assistance to deliver small projects in the pursuit of relevant new learnings. • Assist with preparation of professional presentations (Powerpoint) for external audiences (ie 9 x Insights presentations)

- Coordinate development of CSQ’s engagement plans and regionals plans in collaboration with the Director and other team members.
- General administration such as: booking in learning and development, conference and seminars, organising and coordinating external meetings, ensuring appropriate paperwork is completed and forwarded to Business Services, actioning merchandise and marketing collateral requests.
- Other reasonable tasks, as required, from time to time.

“A skilled workforce that meets the evolving needs of Queensland’s Building and Construction industry”

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 _____

ELT 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. Please keep the Manager informed if you have any changes in the position.

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.