



Position Description – Workforce Training Consultant

Position Details

Position Title:	Workforce Training Consultant
College/Portfolio:	Vocational Education.
School/Group:	Partnerships
Campus Location:	Based at the CBD campus, but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 8
Employment Type:	Continuing
Time Fraction:	1.0 FTE

RMIT University

RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo, two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

The College of Vocational Education

The purpose of RMIT's [College of Vocational Education](#) is to empower learners and our industry, community and government partners to succeed in the new world of work. Our five-year strategic roadmap, [ALIVE@RMIT](#), purposefully guides everything we do in vocational education to deliver our vision: to position RMIT as a leading multi-sector provider with global impact and influence.

Led by our Deputy Vice Chancellor, the College of VE is reimagining how we deliver vocational education to create unique experiences for our students and partners, so we can:

- lead in practice-based learning
- empower learners for the future of work
- engage industry and community at scale
- grow for impact and influence

The College of VE is delivering impact through transformation that creates long-term change.

[Our strategy - RMIT University](#)

Partnerships

Supported by a dedicated partnerships and engagement function, the College of VE will focus on identifying, developing and managing industry, community and government partnership opportunities. These partnerships are inclusive of the coordination of industry short courses across all clusters and funded units such as the Skills and Job Centre and the Centre for Digital Enterprise. This core industry, community and government engagement function is a key pillar of what makes RMIT's VE offering unique and sector leading.

Position Summary

The Workforce Training Consultant will be a key member of our partnerships team, responsible for driving revenue growth and building strong customer relationships. The successful candidate will have a proven track record of sales success, with experience in account management, prospecting, and closing deals. They will be a strategic thinker with the ability to develop and execute plans that align with the College of VE's overall goals and objectives.

Supported by the partnerships team, in this role you will undertake business development activities, develop go/no-go business cases, write business proposals, deliver sales presentations to partners and maintain account management through an established customer relationship management (CRM) system.

The role requires high level partnership management skills and strong stakeholder management skills with a sound understanding of the University regulatory environment.

Reporting Line

Reports to: Director, Partnerships and Business Relationship Manager

Direct reports: Nil

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Accountable for achieving or exceeding sales targets and quotas, through effective account management, prospecting, and closing deals.
 - Work with stakeholders across the College and the University to evaluate source, initiate and drive new partnership opportunities, using data and market intelligence to inform the process and manage vetting of opportunities in line with RMIT processes.
 - Actively manage a set of cross-sector partnerships for the College product areas, using appropriate key account management approaches to nurture these relationships.
 - Work collaboratively with the Director of Partnerships, key stakeholders, and the broader team to improve systems and tools that enhance the management of RMIT's partnerships and stakeholder engagement functions.
 - Initiate, build and maintain strong collaborative relationships with internal and external stakeholders, and members of project teams, as required.
 - Maintain accurate and timely sales records including customer data, sales forecasts, and sales activity reports, to inform decision-making and improve overall sales performance.
 - Stay up-to-date on industry trends, competition, and customer needs, in order to provide the most relevant solutions and value to customers.
 - The incumbent can expect to be allocated duties, not explicitly mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.
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Key Selection Criteria

- Demonstrated experience in building and maintaining strong customer relationships and partnerships, by understanding the client needs, providing solutions to their problems, and ensuring customer satisfaction.
- Capability in planning, leading, and executing successful B2B & B2G sales management processes.
- Experience in account management, including the ability to develop and carry out relevant processes for assessing, developing, and implementing high-value business development and sales related initiatives for Australian employers and industries.

- Outstanding interpersonal and presentation skills coupled with cultural sensitivity and knowledge to be able to operate independently to achieve desired outcomes in a variety of workforce education and training contexts.
 - Highly developed communication skills with customers, prospects and internal terms by establishing rapport, articulating value propositions, and negotiating effectively.
 - Collaborate with cross-functional teams, including marketing, product owners, and customer success, to drive revenue growth and customer satisfaction.
 - Demonstrated aptitude and understanding of business objectives and strategies.
 - Extensive understanding of the vocational education training and tertiary sector in Australia including an awareness of the breadth of engagement types, including transnational training models.
 - Proven ability to establish mature professional relationships with people at all levels in Australia and globally, and to influence and negotiate successfully in cross-cultural contexts.
 - Effective self-management skills to balance productivity with travel, work remotely, and attend meetings and events as required.
 - Contributes to team effort by accomplishing related results.
 - Proficiency with utilising technology tools used in sales, such as customer relationship management (CRM) software, email marketing, and social media, to improve efficiency and effectiveness in sales and account management.
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Qualifications

- Bachelor's degree in relevant discipline
 - Preferred - Postgraduate qualification.
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Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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