



JOB OUTCOMES DESCRIPTION: BUSINESS DEVELOPMENT & EXECUTIVE ASSISTANT 0.8 FTE

SCHOOL PROGRAMS GROUP & OFFICE OF CEO TEAMS

The Business Development & Executive Assistant operates under general direction and will have the following job outcomes:

1. Assisting with the forecasting/planning of school program recruitment and retention in regional Victoria, against the I CAN Strategy
2. Assisting with the implementation of the I CAN School® Program/ Insights talks sales process
3. Assistance with school program/standalone school talk scheduling and rostering, proportionate to the Strategy in regional Victoria
4. Assist the CEO with the operations of project management major partnerships
5. Contributing to a great I CAN culture

The Business Development & Executive Assistant will need to feel a strong connection and genuine passion for the strengths of autistic people, embrace an 'I CAN' attitude, and the purpose of I CAN - *to prove what Autistics CAN do*. The Administration Assistant will be required to work in a highly flexible environment, maintaining strong communication with stakeholders, mentoring staff and the wider I CAN Network management team.

The successful applicant will require an Employee Working With Children Check prior to commencement of the role in compliance with the Child Safe Standards. The role will also have a probationary period of six months. Travel undertaken in the course of duties of this role will be reimbursed in alignment with the *Social, Community, Home Care and Disability Services Award (2010)* ('SCHADS Award').

Terminology:

- In this document we refer to 'standalone talks': these can be interpreted internally as Insights Talks or Organisational Talks (Cf 'program talks' which accompany group mentoring sessions).

Key position information		Last Updated: 9 October 2024	
Title: Business Development & Executive Assistant, School Program & CEO		Position reports to: <ul style="list-style-type: none"> • Business Development Manager (Victoria) 	
Primary purpose of position	Interests	Capabilities/Experience	

<p>The Business Development & Executive Assistant operates under general direction and will have the following job outcomes:</p> <ol style="list-style-type: none"> 1. Assisting with the forecasting/planning of school program recruitment and retention in regional Victoria, against the I CAN Strategy 2. Assisting with the implementation of the I CAN School® Program/ Insights talks sales process 3. Assistance with school program/standalone school talk scheduling and rostering, proportionate to the I CAN Strategy in regional Victoria. 4. Assist the CEO with the operations of project management major partnerships 5. Contributing to a great I CAN culture 	<ul style="list-style-type: none"> • Passion for supporting youth • Passion for supporting Autistic people and their talents • Belief in I CAN Network's Values 	<ul style="list-style-type: none"> • Administrative experience • Prior experience working on a customer relationship management system • Budgetary understanding • Strong administrative and IT skills • Project Coordination experience • Understanding of I CAN audiences • Stakeholder engagement skills
Outcomes	Key Performance Indicators	Targets
<p>1. Assisting with the forecasting/planning of school program recruitment and retention in regional Victoria, against the I CAN Strategy</p> <p>% of time negotiated in annual work plan</p>	<ol style="list-style-type: none"> 1.1. Maintaining an active understanding of regional Victorian staff and their locations to enable the Business Development team's targeted recruitment of school programs and a program's bundle of services. 1.2. Assisting with updating the school program proformas based on business needs arising from delivery, to inform any necessary changes to school recruitment and staff recruitment. 1.3. Collecting the timing preferences of school customers requesting repeat programs as they are made. 1.4. Feeding in school mentoring session timetabling preferences to the Business Development team to enable its communications to schools, and targeted customer recruitment. 	<ul style="list-style-type: none"> • Achievement of annual targets relative to funding agreements (e.g.the Vic DE I CAN FY24 - FY27 Project Plan) and annual work plan • Customer files in Salesforce remain up to date, across various Salesforce reports including but not limited to 'Open Opportunities by Stage - Regional Victoria'. • Other targets as negotiated and set in the annual work plan.

<p>2. Assisting with the implementation of the I CAN School® Program/ Insights talks sales process</p> <p>% of time negotiated in annual work plan</p>	<p>2.1. Assist with the Business Development team’s activities to retain customers.</p> <p>2.2. Assistance with the management of school program/talk ‘opportunities’ against targets, including their conversion to scheduled programs.</p> <ul style="list-style-type: none"> ● Initiation/attendance at online and face-to-face school meetings; ● Assistance with responding to incoming school program enquiries and sales leads, and requests for quotes in a timely fashion (via mentoring@icannetwork.com.au). ● Maintain accurate and up-to-date customer information in Salesforce. ● Partner with Finance and Administration on all administrative steps of the sales process from pricing to service agreement completion. ● Assistance with the generation and distribution of school-related quotes via Salesforce, including for school programs which are renewing. ● Assistance with the distribution of Public Fund Scholarships in Victoria. ● Assistance with the generation, distribution and execution of school-related service agreements via Salesforce, including amendments to service agreements. 	<ul style="list-style-type: none"> ● School enquiries receive a response within 48-hours ● Achievement of annual targets relative to funding agreements (e.g.the Vic DE J CAN FY24 - FY27 Project Plan) and annual work plan ● Achievement of 30 x professional development/ networking engagements annually in Victorian government schools without I CAN mentoring sessions ● Achievement of 50 Disability Inclusion Ambassador engagements by December 2024 ● Customer files in Salesforce remain up to date, across various Salesforce reports, including but not limited to ‘Programs to be delivered using SMHM fund’ and ‘Active schools by Region Recruitment’. ● Service agreements are accurate and aligned to company requirements
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<p>3. Assistance with school program/standalone school talk scheduling and rostering, proportionate to the I CAN Strategy in regional Victoria.</p>	<p>3.1. Working with the Customer Service team to match, to the best extent possible, the right staff with the right school program and its context.</p> <p>3.2. Assistance with the scheduling and rostering of staff, via Skedulo, to group mentoring sessions and standalone school talks, ensuring shifts are coordinated with other I CAN services, and customer needs are met.</p> <p>3.3. Assistance with distributing program registration links and program set up emails.</p> <p>3.4. Supporting the Customer Service team with briefing Human Resources (HR) on recruitment needs.</p> <p>3.5. On an infrequent basis, and in response to critical periods in regional Victorian service delivery, the Assistant will schedule and roster, via Skedulo, school program talks.</p>	<ul style="list-style-type: none"> • Rosters in Skedulo are accurate and reflect stakeholder requirements. • School enquiries receive a response within 48-hours • Careful staff/school matching contributes to an 80% program satisfaction across the Regional Victoria service.
<p>4. Assist the CEO with the operations of project management major partnerships</p>	<p>4.1. Distribute approved agendas and papers to the management group, senior leadership team, Board and Board sub-committees, and stakeholder groups, when required.</p> <p>4.2. Assist the CEO with setting up and keeping track of a project plan on the Victorian Department of Education contract, including the resources project under the variation agreement.</p> <p>4.3. Assisting the CEO with communications which support the achievement of the project plan.</p>	<ul style="list-style-type: none"> • Agendas are distributed on time • Stakeholders are aware of project deadlines. • Stakeholders receive regular communications
<p>5. Contributing to a great I CAN culture</p>	<p>5.1. Upholding I CAN Values in all interactions</p>	<ul style="list-style-type: none"> • Risks are identified and escalated appropriately, in alignment with I CAN policies and their procedures

5.2. Contributing to a safe environment for colleagues, young people and partners by following I CAN's Code and policies.
