

**ENGAGEMENT COORDINATOR – RESEARCH AND EDUCATION
POSITION DESCRIPTION**

Position Title:	Engagement Coordinator- Research and Education	Position Number:	Faculty/Division: Professions
Classification:	HEO7	No. Direct Reports & Highest Classified Position: 0	School/Branch: Institute for International Trade
FTE: 1.0	Reports to: Business Manager	Fixed <input checked="" type="checkbox"/> Continuing <input type="checkbox"/>	Discipline/Unit:
Position Summary:	<p>The University of Adelaide is a leading research intensive and teaching University comprising five faculties including the Faculty of the Professions. The Institute for International Trade (IIT) provides the strategic leadership and program oversight of research and teaching related to international trade. Global Food Studies (GFS) offers postgraduate education programs and undertakes research focused on economic, agribusiness and policy issues facing global and local food systems.</p> <p>The Engagement Coordinator – Research and Education will identify and create opportunities for the generation of new revenue for IIT and GFS from short course executive programs, industry specific training opportunities and contract research. This position will support the Director, IIT and the Director, GFS to develop meaningful connections with relevant business, industry and government in three ways.</p> <p>First, the position will be responsible for the development and implementation of new opportunities for IIT and GFS to engage with their professional and industry links and to create corporate partnerships for contract research and customised professional development. The partnership development work will be done both nationally and internationally.</p> <p>Second, the position will lead the preparation of tenders for contract research and capacity building activities.</p> <p>Third, the position will help operationalise training and development programs, liaise with presenters, provide materials, oversee catering and room booking requirements with support from IIT professional staff, and ensure client needs are met.</p> <p>The Engagement Coordinator – Research and Education will provide services to GFS under a service level agreement model.</p>		
Position Characteristics:	Scope	Working under limited direction, the Engagement Coordinator – Research and Education will provide support to IIT and GFS through initiating and maintaining productive and successful relationships with industry both in the private and public sector for the purposes of building long-lasting partnerships for contract research and professional development opportunities.	
	Significant internal/external relationships	Business Development Manager, Faculty of the Professions International, federal and state government and industry individuals, groups and representatives University Engagement Branch Alumni Chapters Director, Executive Education	

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	Special conditions		Reasonable workplace adjustments will be made for people with a disability. Some afterhours work and travel may be required
	Delegations		Nil
Key Responsibilities and Outcomes	1	Business Development, Planning and Operations	<ul style="list-style-type: none"> ▪ Develop a greenfield growth plan for short course executive programs, training programs and contract research relevant to International Trade and Global Food Studies in consultation with key researchers and industry experts. ▪ Proactively identify new and different business opportunities to provide increased revenue for IIT and GFS, including through contract research linked to capacity building activities. ▪ Maintain up to date knowledge on trends in the relevant sectors impacted by government policies and professional development funding opportunities and ensure appropriate IIT/GFS staff are updated and plans are modified to reflect and incorporate information. ▪ Develop and manage implementation of operational plans for training and related contract research.
	2	Relationship Management	<ul style="list-style-type: none"> ▪ Develop and maintain strong relationships with key industry partners in conjunction with the Directors, including associations, state government departments and significant alumni. ▪ Ensure strong internal communication to assist with the appropriate interaction with shared industry contacts, supporting the relationship management at all levels of an organisation demystifying the various activities and opportunities within the Faculty and University. ▪ Lead the development of tenders and support the negotiation of contracts and broad level agreements with industry and corporate organisations,. ▪ Maintain strong communication with the Faculty’s Business Development Manager and the University Engagement Branch regarding contacts, opportunities and IIT and GFS programs.
	3	Administration, Finance and Marketing	<ul style="list-style-type: none"> ▪ Assist in the development of the budget and ensure all expenses related to this position are managed. ▪ Work closely with the marketing and alumni team to ensure promotion of any programs comply with University visual identity standards. ▪ Provide the Director(s) with quarterly reports on lead generation, conversion,

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			<p>implementation and participant satisfaction.</p> <ul style="list-style-type: none"> ▪ Input all data into the enterprise CRM maximising the use of data to initiate new opportunities. ▪ Support the IIT office team for various projects, tenders and events as required ▪ Liaise with the Business Manager in relation to budgets, administrative support and program requirements. ▪ Manage and contribute to the logistics of interstate or international training programs and take responsibility for the participant experience and smooth running of the event
Criteria	Capabilities and Behaviours	Relationship Building	<ul style="list-style-type: none"> • Respectfully interacts with people from diverse background and experiences • Shows tact and diplomacy in dealing with people • Builds trust in relationships through maintaining confidentiality and keeping commitments • Develops a broad network of useful contacts both inside and outside the university • Focuses upon establishing and maintaining productive relationships with key internal groups to ensure collaborative work practices
		Strategic Thinking	<ul style="list-style-type: none"> • Supports others in discriminating between important and essential activities • Identifies the broader impact of problems in own work area and acts to minimise or address these • Creates operational plans that realize strategic goals
		Business Acumen	<ul style="list-style-type: none"> • Understands and applies commercial principles to own area of business • Knows marketing process from assessing market needs to marketing products and services • Understands legal and commercial frameworks required in a business team
		Achievement Drive	<ul style="list-style-type: none"> • Plans carefully and sets goals for improving performance • Plans ahead to ensure all tasks are completed • Deals with conflicting demands quickly and calmly • Delivers high quality output • Committed to meeting deadlines even with demanding timeframes • Negotiates and sets expectations for work commitments

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	<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> ▪ Demonstrated experience in business development and lead generation ▪ Experience with the maintenance of a CRM system, maximising its value ▪ Demonstrated high level communication skills, including the negotiation of service level agreements ▪ Strong organisational skills with demonstrated ability to complete tasks including all administrative details ▪ Demonstrated understanding of the higher education environment and its inter-connectedness with business, industry and government ▪ Demonstrated ability to prepare proposals and secure funding. ▪ Demonstrated commitment to a customer service culture. ▪ Desirable: understanding of current international trade and food security issues
	<p>Qualifications</p>	<ul style="list-style-type: none"> ▪ Relevant degree and management equivalent experience
<p>Occupational Health, Safety and Welfare Requirements</p>		<ul style="list-style-type: none"> • All Supervising staff are required to implement and maintain the University's OH&S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. All other staff will assist the Head of School/Branch to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the Head of School/Branch of any unsafe working practices or hazardous working conditions.
<p>University Expectations</p>		<p>All staff are expected to:</p> <ul style="list-style-type: none"> • Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors; • Participate in the Planning, Development and Review which includes a regular review of their performance against the responsibilities an performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions; • Perform their responsibilities in a manner which reflects and responds to continuous improvement; and • Read, understand and comply with all University policies and procedures.
<p>Approvals: Head of School / Branch Manager</p>	<p>Head of School / Branch Manager</p> <p>Name:</p> <p>Signature:</p> <p>Date:</p>	<p>Director Human Resources</p> <p>Name:</p> <p>Signature:</p> <p>Date:</p>

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Acknowledgement of Incumbent	I have read and understood the requirements of the position Name: <i>(please print)</i> Signature: Date:
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