Position Description

Position: National Sector Manager
Department: Stakeholder Engagement & Public Affairs
Reporting to: Senior National Sector Manager
Location: Standards Australia, Sydney

Overview

Standards Australia is an independent not-for-profit organisation, recognised by the Australian Government as the peak non-government Standards body in Australia. Standards Australia develops internationally aligned Australian Standards® that deliver Net Benefit to Australia and is the Australian member of ISO and IEC.

The National Sector Management team is a front-line leadership function supporting Standards Australia’s roles, business objectives and functions. National Sector Managers are responsible for the development and management of stakeholder/customer engagement strategies; relationships with key stakeholders/customers and the negotiation of pathways and contracts for services on a customer needs basis and in accordance with net benefit requirements.

The Sector Management Team is structured around industry sectors and/or major issues/projects. The National Sector Manager plays a pivotal leadership role in the strategic engagement of industry, regulators and other stakeholders/customers with Standards Australia. They are also pivotal in the development and maintenance of a sustainable business that delivers positive outcomes for Australia.

Key responsibilities

Engage and maintain industry sectors

- Developing extensive knowledge of an industry sector and engaging strategically with government and industry leaders and a wide range of external stakeholders/customers
- Identifying needs, issues and strategic opportunities in specific industry sectors
- Delivering the best standards solution and pathway to address stakeholder/customer needs in a financially sustainable manner
- Managing strategically formal and informal engagement forums with government, regulators, industry groups and others.
- Communicating effectively at senior levels of government and industry
- Leading and influencing government and industry thinking in Australia and internationally in relation to standards.
- Representing Standards Australia in a professional manner and upholding Standards Australia’s values and behaviours
- Effectively resolving conflicts between stakeholders/customers and all parties involved in the industry specific Standards Development process.
Leading and participating in other external initiatives.

**Business sustainability/ development**
- Achieving Standards Australia’s strategic business objectives by promoting and securing a range of various standards solutions/offerings that deliver Net Benefit for Australia
- Researching and qualifying business opportunities and prospective partnerships
- Developing new business through externally funded contracts within specific sectors
- Negotiating and implementing MOU’s, and contracts for services where appropriate
- Providing on-going support and advice to stakeholders/customers during periods of contracted deliverables in conjunction with Project Management Office and the broader Standards Australia Operations team.
- Contributing to the strategic plan, business excellence, sustainable revenue and growth of Standards Australia.
- Promoting and selling training solutions to industry specific stakeholders/customers on a needs basis, through Standards Australia training providers

**Engage internal customers and colleagues**
- Contributing as a team member to the development of strategic foresight and innovation.
- Assisting, supporting and empowering other National Sector Managers and mentoring new members.
- Openly and freely communicating with other team members and with the rest of Standards Australia units as appropriate.
- Demonstrating leadership, support and behaviours aligned with the culture and values of Standards Australia.
- Managing and resolving internal conflict issues between Standards Australia functions involved in the industry specific Standards Development Process

**New business targets**
- Achieve strategic and agreed Net Benefit targets
- Achieve new business sustainability targets as agreed
- Achieve new industry specific relationship targets as agreed
- Achieve contracts for services targets as agreed
- Achieve industry specific standards development accreditation targets as agreed

**Relationships**

**Internal**
- Other members of the Relationship Management Team
- Members of the Senior Management Team
- Project Management Office and Project Managers
- Communications and Legal Counsel
External
- Decision Makers, Senior Managers and other key community influencers
- Signatories to agreements, MOU’s and contracts
- Other Accredited Standards Development Organisations; Nominating Organisations and Industry Associations
- Formal stakeholders engagement structures within Standards Australia, including members of standards development committees
- Other Standards bodies and regional / international organisations

Minimum Education/Professional Qualifications & Experience Required:
- Tertiary qualification, preferably in a business-related discipline or industry equivalent

Key Competencies:
- **Building Business Partnerships**: Use appropriate interpersonal and communication skills to build networks to obtain cooperation
- **Communication Skills**: Excellent ability to articulate information both verbally and written; using effective negotiation skills and sound political judgment to work effectively with business partners to meet mutual goals and objectives.
- **Coaching and Developing**: Creates a safe environment that enables guidance, feedback, and direction to ensure successful performance
- **Leading for Performance**: Develops a highly productive team environment where people are working together to achieve a positive outcome.

Other Requirements:
Understanding and willingness to conduct work and behavior in line with Standards Australia’s Core Values proposition