

## Position Description: Senior Commercial Assistant

<b>About the Property Council</b>	The Property Council of Australia is the champion of Australia's largest industry that employs 1.4 million Australians and shapes the future of our cities. Our members include large and small companies which invest, own, manage and develop all forms of property as well as providers of professional services to the industry.
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<b>Position</b>	VIC / TAS Senior Commercial Assistant
<b>Business Unit &amp; Location</b>	VIC Commercial, Melbourne
<b>Reports to</b>	VIC / TAS Commercial Director
<b>Direct reports</b>	None

<b>Position Purpose</b>	<p>To assist the Commercial Director in partnership acquisition and delivery inclusive of corporate, event and program partners. This role will be responsible for administrative aspects relating to commercial activities (membership, partnership and events) in VIC / TAS.</p> <p>The Senior Commercial Assistant will assist in the delivery all divisional diversity, equity &amp; inclusion programs, ensuring efficient and seamless delivery in all areas.</p> <p>As part of the Commercial Team they will also, as required, assist with the delivery of all state events and programs.</p>
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Relationships	
<b>Key Internal Relationships</b>	<p>VIC Executive Director</p> <p>TAS Executive Director</p> <p>VIC/TAS Commercial Director</p> <p>VIC/TAS Events Manager</p> <p>VIC/TAS Commercial team</p> <p>VIC Advocacy team</p> <p>Membership Central</p> <p>Finance Team</p>
<b>Key External Relationships</b>	<p>Member representatives</p> <p>Event speakers</p> <p>External vendors – suppliers, service providers etc.</p> <p>Event partners</p>

Key responsibilities and tasks		
Key responsibility area	Key tasks	Measure of success
Partnership Administration	<p>Provide administrative support around partnership functions for VIC/TAS events, including emailing of information regarding partnership opportunities to prospects and entering new member information into internal CRM.</p> <p>On-going communication with partners, including face-to-face at meetings with Commercial Director.</p> <p>Active engagement with potential new partners.</p>	<p>Timeliness of response and follow up to sponsor enquiries.</p> <p>Maintenance of accurate data and information for tracking partnership activity.</p> <p>Positive feedback from direct manager and other key stakeholders.</p>
Partnership Deliverables	<p>Liaise with partners to ensure contracted deliverables are met.</p> <p>Maintain good relationships with partners.</p> <p>Monitor partner satisfaction throughout lifecycle, escalate issues and highlight opportunities/new ideas.</p> <p>Engage with partners at events to build stronger relationships, gain a greater understanding of what they do and to collect feedback.</p>	<p>Partnership satisfaction and retention rates.</p> <p>Zero complaints from partners on service.</p> <p>Timelines and deadlines met.</p>
Event Assistance	<p>Assist the VIC/TAS event team as required, including but not limited to:</p> <ul style="list-style-type: none"> <li>Assist with completion of event checklists where needed.</li> <li>Provision of correct information for partner briefings as necessary, ensuring complete attention to detail.</li> <li>Support event staff with venue set-up on event days as required.</li> </ul>	<p>Partner details on event website maintained accurately.</p> <p>Partner benefits delivered per agreement.</p> <p>Events run smoothly and professionally.</p> <p>Positive feedback from stakeholders including event attendees, partners, committee members, VIC/TAS team.</p>
People Committees	<p>Working with committee chair as PCA lead to develop agendas and issue minutes and actions.</p> <p>Work with committee sub-groups to develop and deliver event programs relevant and timely to the sector.</p>	<p>Work with committee chair to record and distribute accurate minutes and action plans.</p> <p>Timelines for program event planning met to allow for smooth running of events.</p>

<b>Membership</b>	Provide administrative support around the membership function including entering new member and current member information into internal system (CRM) and profiling new members at events and via social media handles where required.	Timeliness of response and follow-up to member enquiries. Maintenance of accurate data and information for tracking membership activity.
<b>People and Culture</b>	Proactively champion and role model a one-company culture and our company values. Promote a high performance and accountability culture.	Consistent demonstration of an energised, collaborative and ownership mindset. Positive working relationships are fostered with colleagues.

#### Requirements including essential criteria

<b>Experience and skills</b>	<p>Minimum 2 years' experience in stakeholder/member services role.</p> <p>Demonstrated experience with Customer Relationship Management (CRM) system would be highly valued.</p> <p>Demonstrated experience working with detail-oriented tasks with a high level of accuracy, customer focus &amp; professionalism</p> <p>Self-motivated, excellent written and verbal communication skills.</p> <p>Adaptable communication style and medium to suit message and audience.</p> <p>Excellent time management skills and ability to prioritise. Professional attitude and personal presentation.</p> <p>Strong interpersonal skills.</p> <p>Demonstrated ability to work independently, as well being able to work in a team environment and under direction.</p>
<b>Knowledge</b>	<p>Mandatory proficiency with Microsoft Office Suite.</p> <p>Previous experience with CRM or event management software is desirable.</p>
<b>Essential requirements</b>	<p>Occasional irregular hours during events and conferences.</p> <p>Interstate travel required at times.</p> <p>Occasional moderate physical lifting required.</p>