

	Job Description	AA PC PRO 05a
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Job Title: International Development & Program Manager

Job No: AA 194

Department/Business Unit: **Commercial**

Accountable to: Chief Commercial Officer

Reporting to: Chief Commercial Officer

Our Vision: Be Australia’s leading provider of training for the aviation and aerospace industries.

Our Values: Safety at the Heart of Everything We Do, Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs.

PURPOSE

The International Development (B2B) and Program Manager is responsible for managing international business development and is the Program Manager for the international program. The program management function ensures alignment between B2B and B2C pipelines, technical training capacity, and growth by coordinating international partners, customer experience, technical training, training administration, and student support to facilitate seamless training entry, retention, and success.

DUTIES

- Develop business to business (B2B) opportunities across aviation skillsets to support regional partners.
- Program manage the international Program across Aviation Australia and with international delivery partners.
 - Be the Aviation Australia point of contact for overseas sites and campuses.
 - Maintain constant communications with overseas sites and campuses.
 - Coordinate continuous improvement in the Program to support customer activity (curriculum reviews not included).
- In conjunction with the Chief Commercial Officer develop and manage contract negotiations with overseas B2B opportunities.
- Coordinate with the Customer Experience Team to ensure a smooth transition of offshore candidates and students into courses at Aviation Australia.
- Coordinate with Austrade, DFAT, TIQ and other relevant organisations to develop opportunities for departments across Aviation Australia in overseas markets and attract businesses to Aviation Australia.

- Manage all international business development activities including the development of customer communication plans, account management and strategic partnerships, in conjunction with the Chief Commercial Officer.
- Project manage new proposals for international business from initiative to implementation.
- Execute, manage and enhance the Aviation Australia International Strategy
- Assist the Customer Experience and Marketing team and B2B Campuses with the development and execution of marketing campaigns for international students.
- In conjunction with the Customer Experience team, liaise with educational agents on a regular basis to build brand awareness, provide assistance and ensure recruitment targets are met for B2C and B2B.
- Build and sustain partnerships and networks with key internal and external stakeholders to assist with meeting objectives and maximising business opportunities.
- Attend relevant domestic and international events to develop international business opportunities.
- Participate in evaluation, quality assurance and continuous improvement processes.
- Undertake other duties as required by the accountable / reporting manager and senior management.
- Comply with the requirements of Aviation Australia's:
 - Code of Conduct
 - Work Health and Safety legislation
 - Policies and procedures

SELECTION CRITERIA

Qualifications

Essential

- A recognised qualification in business, commercial or associated discipline.

Experience

Essential

- Previous experience in an international business development role, including the creation of proposals and other sales documents.
- Experience in the aviation industry and / or understanding of commercial aviation.

	Job Description	AA PC PRO 05a
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Desirable

- Previous experience using a Customer Relationship Management (CRM) database.
- Experience in the vocational training sector or in a training/learning and development environment.

Knowledge and Skills

Essential

- Strong knowledge of the aviation industry (knowledge of Aircraft Maintenance Engineering would be a distinct advantage).
- Ability to draft and manage contract negotiations.
- Ability to explain technical concepts at varying levels in an organisational structure.
- Understanding of the aviation regulatory and licensing structures.
- Knowledge of international markets, particularly relative to business practices and business development.
- Ability to interpret and apply legislation, regulations, policies and procedures, applicable preferably to a medium to large organisation.
- Excellent interpersonal, written and oral communication skills, with a high-level attention to detail and accuracy.
- Ability to positively influence both internal and external customers and colleagues.
- Demonstrated ability to resolve issues through negotiation and consultation with others.
- Strong organisational skills including the ability to prioritise work, deal with competing demands, manage time effectively, and meet deadlines.
- Well-developed problem-solving skills
- Strong computer literacy skills with proficiency in Microsoft Office suite of applications and the ability to become an effective user of new computer systems.
- Preparedness to undertake training and domestic and international travel as required.

Personal Qualities

Essential

- Ability to work collaboratively with many stakeholders to solve problems.
- Ability to work both independently and within a flexible team environment.
- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.

	Job Description	AA PC PRO 05a
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- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.

This role will involve some international travel.