

POSITION DESCRIPTION



**MAKING A
DIFFERENCE SO
SOUTH AUSTRALIA
THRIVES**



TOURISM.SA.GOV.AU

Position Description

Regional Partnerships Officer

Purpose of the position

The Regional Partnerships Officer is responsible for project management and stakeholder engagement required to implement the strategic objectives of the Regional Tourism Review. This role will be primarily responsible for facilitation and project management initiatives that support the effective delivery of 12 Regional Destination Management Plans, and implementation of new Destination Management Zones. Change management, including monitoring and reporting, alongside stakeholder engagement and comprehensive communication plans are essential components of this role.

Position Title:	Reports to:	Position Classification:
Regional Partnerships Officer,	Senior Manager, Stakeholder Engagement and Industry Development	Non-Executive Contract ASO5
Group / Unit:	Location:	Direct reports:
Destination Development	Level 9, SA Water House, 250 Victoria Square	N/A

Our Values



GO BOLDLY

We thrive on taking risks and enjoy stepping outside our comfort zone.



DIG DEEPER

We never settle for simply scratching the surface. We're hungry for knowledge, fresh ideas and innovations.



CAN DO

We believe there's nothing we can't do as a team.



SHARE THE LOVE

We have a passion for excellence and exceeding expectations.

Essential Criteria

QUALIFICATIONS

- Tertiary or diploma qualification in Tourism, Business Management, Project Management, Change Management or a related field

SKILLS, EXPERIENCE AND KNOWLEDGE

- Highly developed interpersonal skills and demonstrable skills in working with multi-disciplinary teams
- Demonstrated relationship building and customer service skills
- Proven account management and communication (written and verbal) skills
- Proposal feasibility and evaluation/assessment skills
- Ability to influence, negotiate and overcome barriers
- Ability to problem solve and find solutions
- Ability to develop comprehensive commercial proposals, including sourcing relevant data and insights
- Budget and project management experience
- High level presentation skills
- High level attention to detail
- Proven ability to be self-motivated, to work with minimal supervision as well the ability to take direction.
- Experience achieving successful outcomes as part of a multi-disciplinary team.

Desirable Criteria

QUALIFICATIONS

- Nil

SKILLS, EXPERIENCE AND KNOWLEDGE

- Experience working in a government department, and highly developed government liaison skills
- Proven experience with contribution towards inter-government strategic projects and committees/working groups
- Experience writing high level reports and briefs
- A sound knowledge of the Australian and South Australian tourism and travel industry, particularly regarding product development, tourism distribution and marketing

Competencies	
PROJECT MANAGEMENT	The ability to plan and schedule a medium to large size project; to involve and allocate appropriate resources; and to bring such projects to completion on time and within budgeted costs.
PLANNING AND ORGANISING	Establishes plans and budgets for self and/or others to accomplish. Organises and schedules resources and activities. Establishes procedures to monitor the results of delegations, assignments, or projects. Works systematically and structures own time effectively.
BUSINESS ACUMEN	Ensures that own area contributes to the organisation's ability to meet its strategic objectives. Takes business decisions based on cost benefit analysis, business savvy and consideration of organisational constraints and resources.
STRATEGIC THINKING	Creates and achieves a desired future state (vision) for the organisation through influence on organisational values, individual and group objectives, rewards and employee motivation, and systems for change and improvement.
INFLUENCING	Uses appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers, superiors) toward desired outcomes. Modifies behaviours to accommodate tasks, situations and individuals involved.
NEGOTIATION	Effectively exploring alternatives and positions to reach outcomes that gain all parties' support and acceptance.
CUSTOMER SERVICE	Proactively develops customer relationships by making efforts to listen to and understand the customer (both internal and external); anticipates and provides solutions to customer needs; gives high priority to customer satisfaction.
COMMUNICATION	Speaks clearly and fluently in a compelling manner to both individuals and groups. Clear and concise written communication utilising the appropriate style and grammar for the reader.
ADAPTABILITY	The ability to adapt one's approach to suit changing requirements in a variety of situations, and to maintain effectiveness with different tasks & people, thereby contributing towards creating an efficient, agile organisation. Recovers from setbacks and maintains a positive outlook when faced with difficult situations.
INITIATIVE	Takes action to achieve objectives beyond what is required. Self-starting, rather than accepting passively. Displays a sense of urgency and high energy/drive to get the job done. Anticipated problems and takes action.
SELF-MANAGEMENT	Organised and efficient in own work habits; plans and priorities time effectively; has tools and/or a system in place to prioritise tasks and keep track of promised actions and important deadlines.
ACHIEVEMENT ORIENTATION	Sets high objectives or standards of performance for self/staff, others, and the organisation. Pays particular attention to detail and shows high levels of energy and determination to ensure high standards are achieved.
ACCOUNTABILITY	Is honest and ethical in all actions, such that others' trust is developed and maintained; demonstrates behaviour that is consistent with the organisation's direction, values and policies.

Key Responsibilities

DESTINATION MANAGEMENT PLANS AND MANAGEMENT ZONES

- Support the Senior Manager, Stakeholder Engagement & Industry Development in all aspects of planning and delivery of the Destination Management Plans, Destination Management Zones and related projects.
- Actively work with state government, local government and regional tourism authorities to partner and deliver mutually agreeable outcomes for the 12 state tourism regions.
- Coordinate in-region workshops including booking of venues, delegate management, and on-day support as required.
- Create, maintain and report on project plans.
- Facilitate stakeholder meetings, distribute agendas and minutes.
- Prepare presentations and papers for the Minister, SATC Board, and Executive Manager as required.
- Assist with procurement and legal processes including drafting, proof reading and coordination.

PERFORMANCE MEASURES

- Positive engagement with regional tourism authorities, and local and state government, to influence conversation and outcomes for regional tourism destination management.
- Successful delivery of 12 regional Destination Management Plans.
- Successful implementation of a Destination Management Zone model and establishment of at least one Zone.

RELATIONSHIP DEVELOPMENT

- Actively search for and develop relationships with key industry customers & stakeholders
- Leverage these relationships to ensure favourable outcomes for tourism
- Implement agreed level of contact with key industry customers & stakeholders

PERFORMANCE MEASURES

- Positive relationships developed that enhance and improve tourism opportunities within South Australia

COMMUNICATION

- Regular communications to the Management team on priorities, outcomes, opportunities and issues (including proposed resolutions).
- Ensure a continual flow of relevant information to various internal and external stakeholder groups so that they are updated on the progress of Destination Management Plans and Zones.

PERFORMANCE MEASURES

- 12-month communications plan developed and adhered to
- Monthly reporting completed in a timely manner
- Positive feedback from stakeholders

ADMINISTRATION

- Coordinate intrastate travel bookings for SATC staff related to the delivery of in-region workshops and stakeholder meetings, including accurate record keeping.
- Coordinate creative briefings and collate feedback.
- Proofread and edit promotional materials for publication.
- Prepare PowerPoint presentations, ministerial reports and other documents as required.
- Manage enquiries and coordinate and prepare responses on behalf of the Industry Development team as required.
- Data collection and collation, including effective database management.

PERFORMANCE MEASURES

- Travel bookings are made with 100% accuracy.
- Reports and official documentation are accurate, concise and meet all deadlines.

ORGANISATIONAL CONTRIBUTION / SAFETY AWARENESS

- Adhere to SATC policy and procedures on all matters relating to health and safety.
- Ensure that SATC vehicles are maintained in accordance with SATC Motor Vehicle Policy, attend driver training, and drive according to the law and prevailing conditions.
- Follow the principles of a sustainable working environment by following organisational greening initiatives

PERFORMANCE MEASURES

- 100% commitment to Work Health and Safety (WH&S).
- 100% attendance in relevant WH&S training.
- Ensure knowledge and appropriate application of WH&S procedures and policies.

Special Conditions

- The appointment will be subject to a 6-month probation period. Continuation of the contract is conditional upon the achievement of performance objectives and the allocation of sufficient funding.
- The incumbent will be required to undertake an annual performance agreement with their direct manager, using the SATC's Performance Development process.
- Take personal responsibility for understanding and complying with the South Australian Tourism Commission policies on WHS, equal employment opportunity and public administration.
- The incumbent is responsible and accountable for keeping accurate and complete records of their business activities in accordance with the State Records Act 1997.
- It is the policy of the Commission that staff can be reassigned to other positions or roles consistent with their classification level to meet changing work demands and/or their personal development needs.
- The incumbent may be required to undertake a relevant national police check or employment screening check
- Class C Drivers Licence and willingness to drive
- Out of hours work, and intrastate travel may be required.

Position Description

Regional Partnerships Officer

Purpose of the position

The Regional Partnerships Officer is responsible for project management and stakeholder engagement required to implement the strategic objectives of the Regional Tourism Review. This role will be primarily responsible for facilitation and project management initiatives that support the effective delivery of 12 Regional Destination Management Plans, and implementation of new Destination Management Zones. Change management, including monitoring and reporting, alongside stakeholder engagement and comprehensive communication plans are essential components of this role.

Executive Manager

Nick Jones
Executive Director
Destination Development

Signed

Date

Line Manager

Miranda Lang
Senior Manager, Stakeholder
Engagement and Industry
Development
Destination Development

Signed

Date

Incumbent

Name
Regional Partnerships Officer
Industry Development
Destination Development

Signed

Date