



POSITION DESCRIPTION



**MAKING A
DIFFERENCE SO
SOUTH AUSTRALIA
THRIVES**



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Position Description

Partnership Account Executive

Purpose of the position

As part of the Commercial team, the Partnership Account Executive manages the day-to-day relationship and deliverables of nominated partners of Events South Australia owned and managed events. The role manages the servicing and fulfilment of contractual obligations to commercial partners and contributes to the strategic growth of sponsorships.

This position plays an integral role in supporting the Director of Commercial, Commercial Sales Managers and fellow Partnership Account Executives, not only as part of these events but also supporting other commercial activity across the events portfolio as required.

The Sponsorship Services Executive is an integral part of the Commercial Sales business unit which values a team first, can do, high achieving and growth mindset.

Position Title:	Reports to:	Position Classification:
Partnership Account Executive	Director, Commercial	Non-Executive Contract
Group / Unit:	Location:	Direct reports:
Events South Australia/Commercial	Level 9, SA Water House, 250 Victoria Square	NIL

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.

Competencies

Adaptability / Flexibility	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
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.
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.
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. Anticipates problems and takes action.
Team work	The genuine intention and interpersonal skills to work cooperatively with others, within and across the organisation. It includes respecting others, valuing ideas and diversity, supporting the team environment, and subordinating own objectives to the objectives of the organisation or team.

Essential Criteria

QUALIFICATIONS

- Tertiary qualification in business, commerce, marketing or another relevant discipline

SKILLS, EXPERIENCE AND KNOWLEDGE

- Demonstrated experience in partnerships, management of key stakeholders and accounts.
- High levels of negotiation and conflict resolution skills
- Experience in contract management
- Experience in working with multiple internal departments
- Strong time management and prioritisation skills
- Experience in developing and managing networks and building relationships
- Experience in working with teams
- Skilled in written and verbal communications
- Skilled in hospitality and customer service

- Skilled in preparing presentations
- Knowledge of major events and event marketing principles
- Positive, growth mindset and willingness to learn
- Proven ability to be self-motivated and achieve measurable outcomes
- Demonstrated knowledge of Microsoft Office suite of computer packages

Desirable Criteria

SKILLS, EXPERIENCE AND KNOWLEDGE

- Successful record of developing relationships with private and public sector

Key Responsibilities

ACCOUNT MANAGEMENT

- Key contact for nominated partners
- Manage and attend to requests/enquiries from partners in a timely manner
- Build and develop relationships with current and new partners and identify and facilitate opportunities for relationship expansion across the organisation
- Identify new business opportunities with existing partners
- Develop activation plans for nominated partners that are mutually beneficial
- Facilitate collaboration opportunities between partners where relevant
- Effectively prioritise and manage workload against priorities
- Provide regular updates to management and wider business
- Continually assess service levels and management strategy in line with priorities and investment levels
- Identify risks with commercial partners and proactively seek feedback/resolutions working with the Sponsorship Services Manager and Commercial Sales Manager.

Performance Measures

- Expectations and requirements of partners are exceeded through regular contact and monitoring
- Favourable outcomes for the event, commercial partner, development and tourism growth

BENEFIT MANAGEMENT

- Work with the Commercial Partnership Managers to identify the benefits for inclusion in contractual agreements with event partners
- Develop relationships with key event partners and stakeholders
- Manage the service delivery of benefits to event partners, working in collaboration with event management, operations, marketing, digital and PR teams, to include:
 - appropriate infrastructure and theming requirements (branding/signage)
 - assisting with execution of agreed corporate functions and corporate hospitality
 - accurate recording of income and expenses
 - assisting with the post event partner debrief process

Performance Measures

- Partner benefits are tangible and deliverable to event partners
- Partner Agreement obligations are fulfilled in a timely manner
- The expectations of both parties are met or exceeded
- Development and management of successful partner functions
- Positive feedback received from key partners and stakeholders
- Post-event reports are distributed in a timely manner

STRATEGIC PARTNERSHIP GROWTH

- Review current agreements to drive sustainable outcomes for the organisation
- Generate ideas to leverage and grow partnerships in value and length
- Present ways to decrease costs to the event or give better value back to the partner
- Assist in the development and management of Corporate Hospitality offers
- Demonstrate broad knowledge of the entire Events SA event portfolio and actively look for opportunities to broaden and deepen partnership

Performance Measures

- Favourable outcomes for the event, the partner, tourism growth and development
- Demonstrate examples of growth from within the existing partner network
- Proactively participate in the creation of event business development growth plans and be accountable for identified actions/outcomes specific to the role

ORGANISATIONAL CONTRIBUTION/SAFETY AWARENESS

- Ensure effective personnel management by managing diversity, staff or volunteer training and development and occupational health and safety issues.
- 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 Measure

- 100% commitment to WHS
- 100% attendance in relevant safety training i.e. safe driver training
- Knowledge and appropriate application of WHS 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, intrastate and interstate travel may be required.

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Executive Manager	Line Manager	Incumbent
Hitaf Rasheed Executive Director Events South Australia	Daniel Gallagher Director, Commercial Events South Australia	Name Partnership Account Executive Events South Australia

_____ Signed	_____ Signed	_____ Signed
_____ Date	_____ Date	_____ Date