

Position Description

Position Title	RTO Business Development Coordinator
Program	Training Services
Reports to	Training Services Manager
Instrument / Award	<input type="checkbox"/> Enterprise Agreement (EA) <input type="checkbox"/> Social, Community, Home Care & Disability Services Award <input type="checkbox"/> Health Professionals and Support Services Award <input type="checkbox"/> Cleaning Services Award <input type="checkbox"/> Clerks Private Sector Award <input checked="" type="checkbox"/> Common Law / Non-Award <input type="checkbox"/> Other
Classification	Not Applicable

ABOUT US

Since 1986, Opendoor has been creating opportunities for individuals when they need it most. As a national community services not for profit, we provide services and programs that span employment, training, disability, youth, allied health and social enterprise that assist individuals to gain confidence, skills, and independence.

Each year, we improve the lives of thousands of individuals across Australia, offering practical solutions that empower them to build better futures. With a strong presence in Victoria and Queensland and a committed team, we work alongside individuals to understand their challenges and goals and provide the right resources at the right time.

Our Vision: Improving lives through dignity and choice.

Our Mission: Empowering people to achieve a meaningful role in society.

VALUES

In carrying out our day-to-day work, Opendoor management and staff aspire to Opendoor's values:

- **Relationships** that embrace dignity, community and mutual respect.
- **Optimism** that is lived out in positive attitudes about people and expectations of success and growth.
- **Innovation** including creativity, responsiveness, risk taking and flexibility.
- **Diversity** that acknowledges differences and appreciates the diverse needs and skills of each person.
- **Advocacy** that makes us socially pro-active for the disadvantaged.
- **Staff** who are committed to the goals of the organisation and to their own development.



ROLE PURPOSE

The RTO Business Development Coordinator is responsible for driving business growth, client engagement, and revenue generation across accredited and non-accredited training services within Opendoor Training Services. The role focuses on identifying new business opportunities, building strategic partnerships, supporting enrolment growth, and aligning market demand with training delivery capability.

The position plays a critical role in supporting the sustainability and growth of the Registered Training Organisation (RTO) through commercially focused business development activities while ensuring alignment with compliance obligations, funding requirements, and organisational objectives.

KEY RELATIONSHIPS

Internal

- CEO
- Executive Leadership Team
- Training Services Manager
- Compliance Manager
- Marketing Team
- Trainers and Assessors
- Finance Team

External

- Corporate Clients
- Employers and Industry Partners
- Community Organisations
- Referral Networks
- Government and Funding Bodies

SCOPE

Direct Reports	Indirect Reports	Budgeted Financial Responsibility	Delegated Financial Authority
Nil	Nil	\$ Revenue targets as delegated	\$As per Opendoor Delegations Policy



KEY RESPONSIBILITY AREAS

Business Development and Revenue Growth

- Identify and pursue new business opportunities across corporate, community, and government sectors.
- Promote accredited qualifications, short courses, and non-accredited training aligned with organisational scope and delivery capability.
- Conduct market research and competitor analysis to identify emerging training opportunities and market demand.
- Develop proposals, quotations, and tailored workforce training solutions for clients.
- Contribute to the achievement of revenue, enrolment, and growth targets.
- Support diversification of income streams through micro-credentials, standalone units, and customised training solutions.
- Explore and support funding opportunities and strategic expansion initiatives.

Client Relationship Management

- Build and maintain strong relationships with clients, employers, industry stakeholders, and referral partners.
- Act as a primary point of contact for prospective, current, and past training services clients.
- Identify opportunities for cross-selling and service expansion across organisational programs.
- Ensure high levels of customer service, client satisfaction, and repeat business opportunities.
- Maintain effective communication and engagement throughout the client and student journey.

Lead Generation and Enrolment Conversion

- Develop and coordinate lead generation activities, campaigns, and follow-up strategies.
- Manage inbound and outbound enquiries relating to training services.
- Qualify prospective students and corporate opportunities and progress them through the enrolment pipeline.
- Coordinate with marketing and operational teams to support campaigns and conversion activities.
- Maintain accurate CRM records, pipeline reporting, and engagement documentation.
- Support improved conversion rates from enquiry through to enrolment and commencement.

Industry Engagement and Strategic Partnerships

- Establish and maintain partnerships with employers, industry groups, community organisations, and referral networks.
- Represent Opendoor Training Services at networking events, expos, and industry forums.
- Monitor labour market trends and emerging industry needs to identify training opportunities.
- Support the development of strategic partnerships that strengthen training pathways and business growth.



<p>Internal Coordination and Operational Support</p>	<ul style="list-style-type: none"> ▪ Liaise with training delivery and compliance teams to ensure operational capability aligns with enrolment activity. ▪ Support alignment between enrolment forecasts, trainer capacity, and scheduling requirements. ▪ Contribute to the identification of new accreditation or program opportunities based on market demand. ▪ Work collaboratively across teams to support organisational objectives and service delivery outcomes.
<p>Compliance</p>	<ul style="list-style-type: none"> ▪ Monitors and ensures compliance with Opendoor’s policy and processes and facilitates education and awareness where needed. ▪ Commit to providing professional and safe services to all clients, including children and young people. ▪ Commit to creating an environment to ensure all clients are safe and free from abuse, neglect, violence, and preventable injury.
<p>Continuous Improvement</p>	<ul style="list-style-type: none"> ▪ Work to continually improve Opendoor systems and processes to maximise employee efficiency, effectiveness, and productivity to deliver quality outcomes for consumers and participants. ▪ Actively contribute to this process of continuous improvement by always seeking better ways to support and assist colleagues and Senior Leadership.

Work Health and Safety

At Opendoor, safety is essential to delivering high-quality, person-centred services. Every employee is responsible for promoting health, safety, and wellbeing of participants, colleagues, and visitors. All employees must:

- Take responsibility for their own safety and support the safety and dignity of others.
- Identify and report risks, hazards, and incidents properly.
- Comply with Opendoor OH&S [policy](#), [procedure](#) and safe work practices.
- Follow directions given by coordinators, site managers or any OH&S representatives.
- Contribute to a positive safety culture that supports safe, respectful, and high-quality service delivery.

SUCCESS MEASURES

Performance in this role may be demonstrated through:

- *Achievement of enrolment and revenue growth targets.*
- *Growth in corporate, industry, and community partnerships.*
- *Increased lead generation and enquiry conversion outcomes.*
- *High levels of client satisfaction and repeat business.*
- *Accurate CRM management and reporting compliance.*
- *Compliance with ASQA, funding, and organisational requirements.*
- *Successful identification and development of new business opportunities.*



SKILLS, QUALIFICATIONS, EXPERIENCE

Essential

- Demonstrated experience in business development, sales, client engagement, or partnership development.
- Strong stakeholder engagement and relationship management capability.
- High-level communication, negotiation, and interpersonal skills.
- Experience working towards revenue targets and operational outcomes.
- Strong organisational skills and attention to detail.
- Experience using CRM systems and reporting tools.

Desirable

- Experience within the RTO, VET, or training sector.
- Understanding of accredited training frameworks and funding models.
- Experience in workforce development or customised training solutions.

COMPETENCIES AND CAPABILITIES	
Commercial and Strategic Focus	<ul style="list-style-type: none"> ▪ Identifies business opportunities and contributes to sustainable organisational growth. ▪ Demonstrates commercial awareness and outcome-focused decision making.
Stakeholder Engagement	<ul style="list-style-type: none"> • Builds strong and productive relationships with clients, industry, and community stakeholders. • Represents Opendoor professionally across external engagement activities.
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Accountability and Compliance	<ul style="list-style-type: none"> • Maintains high standards of professionalism, compliance, and ethical practice. • Demonstrates strong organisational and reporting capability.

NATIONAL STANDARDS FOR DISABILITY SERVICES

Opendoor is an Australian Government funded disability service provider and is committed in everyday practice to meet the National Standards for Disability Services. These standards promote and drive a nationally consistent approach to improving the quality of services and focus on rights and outcomes for people with disability. The six (6) standards relate to rights; participation and inclusion; individual outcomes; feedback and complaints; service access; and service management.

Opendoor is also committed to following the Employment Services Code of Practice that set out the principles and standards for delivering employment services.

WE ARE A CHILD SAFE ORGANISATION



Opendoor is committed to creating and maintaining a child-safe organisation where children and young people are safe, feel safe, and their voices are heard. We have zero tolerance for child abuse and neglect and are dedicated to upholding the rights, wellbeing, and cultural safety of all children and young people involved in our programs.

At Opendoor, keeping children safe is a core part of who we are. All employees must act in accordance with our Child Safety Code of Conduct and Child Safe Standards Policy; model respectful behaviours; and actively contribute to a culture where children are valued and protected.

Employment with Opendoor is subject to satisfactory background checks, including a Working with Children Check, National Police Check, NDIS Worker Screening Check (where applicable), and thorough reference checks.

ACKNOWLEDGEMENT

This position description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. As a growing organisation, you will be expected to perform other job-related tasks as requested by management and as necessitated by the development of this role and the organisation.

This position description is subject to review and may change in accordance with Opendoor's operational, service, consumer, and participant requirements.

