

Position Description

Position:	Business Development Manager
Reports To:	Head of Refugee Business
Classification Level:	Level 6 under the Social, Community, Home Care and Disability Services Industry Award
Location:	Based at 214-218 Nicholson St Footscray (Flexible work arrangements including the ability to work from home, travel to other ASRC sites required, as necessary)
Date Update:	02 February 2026

Organisational context

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health and advocacy organisation for people seeking asylum in Australia. We are an independent not-for-profit organisation whose programs support and empower people seeking asylum to maximise their own physical, mental and social well being through a range of direct services as well as participating in law reform, campaigning and lobbying.

About the Portfolio and Department

The ASRC has two award-winning social enterprises, ASRC Cleaning and ASRC Catering that employ approximately 109 people with lived or living experience of seeking asylum in a range of casual and ongoing positions. The primary purpose of these enterprises is to provide people the opportunity to support themselves, gain Australian work experience and connect them to the broader Australian experience, while also focusing on skills development and employment pathways.

To sustain this purpose, the enterprises also focus on engaging a broad and diverse range of customers to utilise these services, thus building a strong revenue portfolio to support the cost neutral sustainability of the enterprises and their continued growth.

ASRC Cleaning does so by providing professional, reliable cleaning services to our

commercial and domestic clients, while ASRC Catering delivers a range of corporate and community catering services and the provision of a business to consumer meals program.

Position Purpose

The Business Development Manager is responsible for driving sustainable revenue growth for ASRC social enterprises with a primary focus on expanding and strengthening the commercial customer base of ASRC Cleaning.

The role leads the identification, development and conversion of new business opportunities across corporate government and community sectors, securing contracts, partnership and procurement opportunities that support financial sustainability while advancing ASRC's social mission. Working closely with the Cleaning Business manager, the position ensures commercial growth aligns with service quality, operational capability and impact outcomes, contributing to long term sustainability and increased employment opportunity for people seeking asylum and refugees.

Key Accountabilities

- Strategic Growth: Conduct research on market trends, competitor analysis, and customer insights.
- Identify and secure new business opportunities and potential partnerships to support revenue growth, alongside KPIs.
- Partnerships & Sales: Build relationships with corporate, government, and community stakeholders to create revenue-generating opportunities and secure contracts.
- Identify potential clients and partners to expand ASRC's commercial customer base.
- Financial Sustainability: Managing budgets, setting key performance indicators (KPIs), and ensuring the business meets financial requirements to sustain its social mission.
- Operational Management: Leading business improvements, managing day-to-day operations, and implementing systems to support growth.
- Impact Measurement: Capturing and reporting on social impact to demonstrate value to stakeholders.
- Provide general administrative support if required, including maintaining client databases and scheduling bookings.
- Lead the contract tendering and business pitch processes and with input from Refugee Business team.

All ASRC People Will:

- Understand and follow their responsibility to always act in a manner that supports the safety, health and wellbeing of themselves and others in the workplace.
- Centre the rights of people seeking asylum and actively working toward bringing the ASRC vision and purpose to life.

- Demonstrate the ASRC values of Collaboration, Welcome, Courage and Authenticity and demonstrate behaviours that contribute to a culturally safe, inclusive and respectful workplace.

Key Selection Criteria

Essential Skills, Experience & Qualifications

- Strong demonstrated success in obtaining new business and generating B2B sales.
- Previous demonstrated ability to build a sales pipeline and successful ability to pitch sales to business clients.
- A mix of commercial acumen (business, management, finance)
- Strong networking skills to engage with diverse partners, and ability to manage and maintain relationships with stakeholders.
- Passion for social change and the ability to connect commercial activities to community benefits.
- Strong research and analytical skills.
- Experience in business development, sales, and the tendering process.
- Excellent written and verbal communication skills.
- Ability to work independently and collaboratively in a dynamic team environment.
- Strong organisational and time-management skills.

Desirable:

- Lived or living experience of seeking asylum.
- Strong demonstrated understanding of working with people seeking asylum and/or CALD communities in an employee/employer relationship.
- Knowledge of social enterprises, nonprofits, Victoria's social procurement framework, or business growth strategies.

Policy and screening requirements

All ASRC staff and volunteers are required to adhere to policies and procedures which aim to further culturally safe, inclusive and respectful work practices. All offers of employment are subject to satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.

I have read and understood and agree to perform the responsibilities outlined in this position description.
Name:
Date: