

Manager Commercial and Contracts

- Responsibility for commercial and retail sales and service
- Values-based organisation
- Strong team environment with an emphasis on development and learning



WHO WE ARE & WHAT WE DO

For over 140 years, St John Ambulance SA has supported the South Australia community to help save lives and build community resilience to improve the safety and healthcare for all South Australians. In addition to Health & Medical Services, St John Ambulance SA also provides community care, delivers nationally accredited first aid training, and is the largest provider of first aid products and equipment.

THE OPPORTUNITY

The Manager Commercial and Contracts will be responsible for driving sales and revenue including from first aid training, product sales and commercial partnerships. The role will have responsibility for maintaining business relationships, developing tenders and managing contracts.

We are seeking an experienced sales manager with a background in retail and commercial sales. Experience in warehousing and/or supply chain management would be advantageous.

ABOUT YOU – Ideal candidates will demonstrate:

- Ability to maintain and grow revenue streams.
- Track record of winning tenders and negotiating contracts.
- Proven ability to lead, coach and aspire team members.
- Commercially astute communicator able to quickly establish credibility and trust.

ESSENTIAL CRITERIA:

- Current National Police Certificate and Working With Children Check, both of which are acceptable to St John SA, prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Child Safe Environments training within the first six months of employment.

St John Ambulance Australia SA Ltd

ST JOHN AMBULANCE AUSTRALIA SA LTD
ABN 42 947 425 570
ACN 667 428 168

Head Office South Australia
85 Edmund Avenue Unley
South Australia 5061

T: 1300 78 5646
F: 08 8306 6995
W: stjohnsa.com.au

HOW TO APPLY

APPLY NOW via [Seek](#) with your CV and cover letter expressing why you are suited to the position. For enquiries, please get in touch with hr@stjohnsa.com.au

St John SA does not accept calls from recruitment agencies. St John SA care about keeping children and young people safe. All successful applicants are required to complete a National Police Check and Working with Children Check. St John SA values diversity in the workplace and is an equal opportunity employer.

St John SA values diversity in the workplace and is an equal opportunity employer. Employment is dependent upon a Criminal History check that St John finds satisfactory, a valid and current Working with Children Check, and the evidence of the right to work in Australia

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Job and Person Specification



Position Title:	Manager Commercial and Contracts
Department / Function:	Commercial
Reports to:	Chief Commercial Officer
Award/Common Law	Common Law
Classification – Grade:	NA

About St John Ambulance South Australia

St John SA's vision is to create a safe, supported, engaged and resilient South Australian community.

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centred, and evidence-based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

Position Summary and Requirements

The Manager Commercial and Contracts is responsible for delivering revenue streams and sales to support our mission to improve the wellbeing of South Australians.

The role has responsibility for non-clinical sales and services including first aid training, product sales and commercial partnerships. A key feature of the role will be to maintain and grow existing sales as well as developing and implementing new revenue streams.

The Manager Commercial and Contracts will be responsible for developing tenders and negotiating contracts as well as managing our relationships with current commercial partners.

Key Relationships

Number of Direct Reports:	• Business Development Representatives • Procurement, Warehouse and Distribution Coordinator • Customer Sales Team Leader • Product Consultant Team Leader
Key Internal	• Manager Marketing Media and Fundraising

Relationships:	• Manager Health and Medical Services • Manager Community Services • Manager Finance
Key External Relationships:	• St John National Office • Commercial partners • Suppliers • Clients

Core Functions	Scope of Work
Leadership	• Responsible for the day-to-day leadership, management and support of the Customer Sales, Product Sales, Retail and Business Development teams, including recruitment, monitoring delivery against objectives, quality standards, personal development, coaching and appraisal. • Prepare and execute the annual Departmental Business Plan • Manage or contribute to projects from a sales and revenue perspective. • Develop and maintain relationships with key internal and external stakeholders. • Provide timely and effective advice to aid business and revenue growth across the organisation.
First aid training courses	• Ensure the first aid and related training function maintains and grows course enrolments. • Ensure efficient scheduling of courses that aligns with scheduling of Commercial Trainers in line with competency and industrial parameters. • Work collaboratively with the Manager Commercial Trainers to deliver high quality training courses to the public and industry clients. • Ensure students/clients are able to effectively book courses and have an effective communication pathway for enquiries and issues.
Retail sales, supply chain and warehousing	• Manage sales and supply chain of retail products. • Develop and maintain relationships with St John Australia and other product suppliers. • Review the supply chain and warehousing operations with a continuous improvement approach. • Develop a strategy to grow retail sales and review product offering. • Maintain agreed sales targets and profit margins.
Restocking services	• Oversee the restocking service. • Manage strategic relationships with key clients. • Develop opportunities for new services to existing clients, as well as seeking new clients. • Maintain agreed targets and profit margins.

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Contract management	• Manage existing contracts with key clients. • Develop effective escalation processes are established to ensure contract obligations are managed. • Work proactively to leverage further opportunities for sales and services.
Tenders and contract negotiation	• Actively seek out tenders aligned to our strategic goals and business. • Manage the tender process including developing proposals and tender documents. • Work collaboratively with other managers to ensure accuracy and quality of tenders submitted. • Negotiate contracts as relevant for successful tenders.
Business relationship management	• Oversee the business relationship management function and develop a strategic approach to engagement. • Build and maintain effective relationships with key clients and prospective clients. • Leverage existing clients for new opportunities. • Work proactively with the Community Services and Health and Medical teams to ensure opportunities across the organisation are leveraged. • In conjunction with the Chief Commercial Officer develop KPIs and stretch targets for Business Development Managers
New revenue streams	• Research and recommend opportunities for new revenue, including targets. • Develop plans to implement approved new revenue opportunities. • In conjunction with the marketing team, develop relevant campaigns. • Monitor and manage new offerings.
Workplace Health Safety and Welfare	• Proactively address safety and child protection matters. • Ensure work station is kept safe and tidy. • Undertake workstation self-assessment on an annual basis. • Follow safe and health work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to managers.

Knowledge Experience and Capabilities

- Experience in a senior sales leadership role, preferably in the retail or training sector.
- Experience leading teams across sales, operations and commercial functions.
- Proven record of meeting and exceeding growth, revenue or sales targets.
- Experience developing and implementing initiatives and strategies to drive growth.
- Well developed business relationships skills with the ability to leverage new and existing relationships to increase sales.
- Experience writing tenders, including in relation to government tenders.
- Experience managing contracts to ensure value and compliance.
- Understanding of product sales including sourcing, warehousing, distribution and POS.
- Working knowledge of sales tools and technologies including CRM systems and

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analytics.

Qualifications

- Tertiary qualifications in business or related discipline (desirable)
- First aid qualification (minimum of Provide First Aid) (or willingness to obtain)

Essential requirements

- Pre-employment medical is required prior to commencement
- Current South Australian Driver's License
- At times of peak work demand, may be asked to participate in some after-hours work (or flexible working hours including requirement to work on weekends and after hours)
- Interstate/intrastate travel will be required
- Must be prepared to relocate within St John should the need arise
- It is a requirement that this position undertake and hold a National Police Certificate and a current Working With Children Check both of which are acceptable to St John SA prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first six months of employment.

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