



Background

Job advertisements have a tendency to use complex business language when outlining the skills required for a job, which can be difficult to interpret. When individuals do not have a lot of experience applying for jobs, this can make it hard to relate to the skills listed and therefore, provide a false sense of inadequacy for the role, often deterring individuals from applying.

Objective

This document is designed to assist people of diverse talents to understand the complex business terminology on job advertisements, translating the language into the experiences they have had and applying these experiences to the skills outlined in the job ad. The aim of this document is to empower people to apply for jobs that they may not have had the confidence to do previously.

Process

The terminologies listed within this document were taken from the key criteria and job descriptions from 20 different jobs applications found on Seek. These included job advertisements for:

- Project Managers
- Administrative Assistants
- Teachers Aids
- Sales & Accounts Managers
- Hr. Manager & Assistants
- Receptionists.



Business Terminology

Explore the below terminologies and read through the business definition and how this can translate into the employee experience.

Managing stakeholder relations.....	4
Establish and execute strategy.....	4
Identify and assessing business risk.....	5
Tenders.....	6
Quality assurance.....	6
Business readiness.....	7
Dispute resolution.....	7
Internal & external stakeholders.....	8
Administrative processes.....	9
Streamline workflow.....	10
Ethical decision making.....	11
Compliance monitoring.....	12
Customer Management Systems (CMS).....	12
Onboarding.....	13
Commercial readiness.....	14
People management.....	14
Industry trends.....	15
Delivery of solutions to clients.....	16
Business development strategy.....	16
Merger.....	17
Acquisition.....	17
Autonomous.....	18
Multi-disciplinary.....	19

Job advertisement terminology:

Managing stakeholder relations

Business definition:

Managing stakeholder relations is the process of maintaining good relationships with the people who have most impact on your work.

How this can translate to the employee experience:

Managing stakeholder relations for an employee involves effectively engaging and maintaining positive relationships with various individuals and entities that have a vested interest in the employee's career and success. Stakeholders for an employee may include:

- Shareholders
- Board of directors
- Customers
- Suppliers
- Media and press



Some examples of how to manage stakeholder relations can include:

- Balancing personal relationships and professional responsibilities
- Managing public image
- Philanthropic efforts
- Community engagement.

Job advertisement terminology:

Establish and execute strategy

Business definition:

Strategy involves systematic approach of planning, implementation, monitoring, and adaption to achieve organisational goal effectively.

How this can translate to the employee experience:

Employees create and execute strategy every day. There are many key steps including:

- Goal setting
- Assessment of current situation - evaluating strengths/ weaknesses/ opportunities
- Understanding where you stand in terms of skills
- Developing a game plan, based upon goals and assessment
- Training - implementation and consistency
- Adaptation and flexibility, and adjusting as needed
- Mental preparation
- Feedback loop and analysis by regularly assessing progress.

Job advertisement terminology:

Identify and assess business risk

Identifying and assessing business risks involves systematic process of recognising potential threats and evaluating their potential impact on an organisations objectives and operations.

How this can translate to the employee experience:

Considering various factors unique to our profession and personal brand, for example:

- **Physical risks:** Injury, long term health effects of sport, rehabilitation costs
- **Financial risks:** fluctuating income, endorsements, earnings dependant on performance, employment opportunities
- Reputational risky behaviour, social media, legal issues, anti-doping, contracts
- **Marketing risk:** marketability, media consumption of fans, endorsement deals
- Diversifying income streams, building a strong personal brand, maintaining financial discipline, making informed decisions, navigating the complex landscape.



Job advertisement terminology:

Tenders

Business definition:

In business, a "tender" typically refers to the process by which organizations invite bids or proposals from suppliers or contractors to provide goods or services.

It's a formal invitation, often publicly advertised, inviting interested parties to submit their offers to fulfill a particular need or project requirement.

Tenders are commonly used in government procurement, construction projects, and various industries where large contracts are awarded through a competitive bidding process.

Tenders are intended to ensure transparency, fairness, and competition in the procurement process, ultimately resulting in the selection of the most suitable supplier or contractor for the job.

How this can translate to the employee experience:

In an employee context, this refers to an offer made by a company, contract, terms and agreements, becoming a member of a team or organisation such as a Sports Institute, etc.

This might also include length of a contract, benefits, conditions, salary.

Job advertisement terminology:

Quality assurance

Business definition:

Quality assurance (QA) is a systematic process used to ensure that products or services meet specified requirements and standards.

It involves monitoring and evaluating the various stages of production or service delivery to identify and correct any deficiencies or deviations from established criteria.

The goal of quality assurance is to prevent defects, errors, or problems before they occur, thereby ensuring consistency, reliability, and customer satisfaction.

How this can translate to the employee experience:

Refers to the processes and practices put in place to ensure an employee's performance meets standards based on excellence, consistent and safety.

Job advertisement terminology:



Business readiness

Business definition:

Proactive and agile; being able to anticipate and adapt to changes in a business environment. Maintain competitiveness and achieving long-term success.

It is a state of preparedness of a business or organisation which encompasses a number of aspects including structure, processes and resources. Technology and personnel capabilities also come into play.

How this can translate to the employee experience:

For example, in the context of an employee, business readiness includes understanding the business side of the sector or industry you work in.

This may include marketing opportunities.

At the same time, it also requires the employee to navigate business aspects of their career while being equipped with knowledge, skills and a mindset ready to navigate their career world.

Job advertisement terminology:

Dispute resolution

Business definition:

In business, dispute resolution refers to the process of resolving conflict that may arise between two or more parties involved in commercial transactions or relationships.

This misunderstanding may include a breach of contract, misunderstandings, differences in interpretations and performance standards.

How this can translate to the employee experience:

This refers to the processes in place to manage and resolve conflicts or disagreements between workers, teams, managers, and employers.

An employee should consider that dispute resolution does not always occur in a negative sense such as litigation or sports tribunals. Employees engage in conflict resolutions every day by means of giving and receiving feedback, team management and interactions with workmates, managing and discussing work-related challenges.

All of these experiences require an employee to enter into a conversations based upon finding common ground and a resolution.



Skills required of the employee in times like this include negotiation skills, the ability to take on and filter feedback as well as manage emotional responses to this, making clear and concise statements during any mediation process, and allowing processes to be managed without bias to ensure fairness and integrity are maintained for all within the sporting community.

Job advertisement terminology:

Internal & external stakeholders

Business definition:

Understanding and effectively managing the needs and interests of both internal and external stakeholders is essential for the long-term success and sustainability of a business.

It involves clear communication, engagement and at times negotiations to ensure that the interests of all stakeholders are appropriately considered.

Internal stakeholders may include:

- Employees
- Managers and executives
- Shareholders
- Board of Directors
- Suppliers

External stakeholders may include:

- Customers
- Competitors
- Suppliers
- Banks and creditors
- Community & society.

How this can translate to the employee experience:

This refers to people or organisations that have an interest and investment in the employees' performance, career or wellbeing.

Internal stakeholders may include:

- The employee themselves
- managers
- Workmates
- Supervisors
- Friends and family

External stakeholders may include:

- Customers
- Competitors
- Suppliers
- Banks and creditors
- Community & society.



All stakeholders can have significant influence over many aspects of the employee's career, performance and overall well-being.

Job advertisement terminology:

Administrative processes

Business definition:

Administrative processes in business refer to the activities and procedures involved in managing and overseeing the day-to-day operations of an organisation.

Administrative processes include:

- Documentation
- Record Keeping
- Communication
- Scheduling and planning
- Financial management
- Managing IT
- Human Resources
- Risk management and compliance.

Effective management of administrative processes is crucial for achieving organizational goals, enhancing productivity, and maintaining a competitive edge in the marketplace.

How this can translate to the employee experience:

Administrative processes for employees typically refer to the various tasks and responsibilities related to managing their career, schedule, contracts, finances, and other professional affairs.

Examples of this may be:

- Contract negotiation
- Financial management
- Travel and logistics
- Medical & health administration
- Branding and marketing
- Communication and media relations.

Overall, effective management of administrative processes is essential for employees to succeed both on and off the field, enabling them to focus on their training and competition while ensuring their professional affairs are handled efficiently.

Job advertisement terminology:



Streamline workflow

Business definition:

Streamlining workflow is the process of optimising and improving the efficiency of tasks, processes, and operations within an organisation.

The goal of streamlining workflow is to eliminate unnecessary steps, reduce waste, minimise errors, and increase productivity.

Key components of streamlining workflow in a business would include:

- Process Analysis
- Automation – when technology is utilised for repetitive tasks such as data entry, email notifications and document processing.
- Continuous improvement
- Integration
- Training and development.

Overall, streamlining workflow in business can lead to cost savings, faster turnaround times, improved customer satisfaction, and better overall performance

How this can translate to the employee experience:

Streamlining workflow as an employee refers to the process of optimizing and organizing tasks, activities, and routines to maximize efficiency, productivity, and performance. Examples of an employee streamlining their workflow include:

- Goal setting
- Prioritisation
- Planning
- Time management
- Rest & Recovery
- Feedback & reflection
- Adaptability
- Establishment of routines
- Continuous improvement.

Employees enhance their efficiency, effectiveness, and ultimately, their success in their respective sports every day by streamlining their workflow.

Job advertisement terminology:



Ethical decision making

Ethical decision-making in business refers to the process of evaluating and choosing actions or behaviours that align with moral principles, values, and standards within the context of business operations.

Key components of ethical decision-making in business include:

- Identification of ethical issues
- Evaluation of alternatives
- Consideration of stakeholders
- Application of ethical principles
- Compliance with Laws and regulations
- Risk assessment.
- Communication
- Transparency.

Ethical decision-making is essential for building trust, maintaining reputation, fostering positive relationships with stakeholders, and contributing to long-term sustainability and success in business.

It reflects a commitment to values-driven leadership and responsible corporate citizenship.

How this can translate to the employee experience:

Ethical decision making as an employee involves making choices and conducting oneself in a manner that aligns with moral principles, integrity, and sportsmanship.

Here are some key aspects of ethical decision making for employees:

- Fair play
- Identification of ethical issues
- Maintaining values such as respect, honesty, integrity
- Risk assessment – including anti-doping
- Injury and safety
- Social responsibility
- Team dynamics
- Compliance with regulations.

Overall, ethical decision-making for employees involves considering the broader implications of their actions, upholding the values of fairness, integrity, and respect, and striving to make choices that contribute positively to themselves, their teams, and their sport.

Job advertisement terminology:



Compliance monitoring

Business definition:

Compliance monitoring in business refers to the ongoing process of ensuring that an organization adheres to relevant laws, regulations, policies, and industry standards.

This involves systematically monitoring and evaluating various aspects of the business operations to ensure they are in line with legal requirements and internal policies.

Typically, this includes:

- Regulatory compliance
- Risk management
- Reporting and documentation
- Auditing and reviewing
- Internal policies and procedures.

How this can translate to the employee experience:

Compliance monitoring experienced as an employee refers to the process of ensuring adherence to rules, regulations, policies, and standards set forth by relevant organizations, governing bodies, and/or professional bodies.

Job advertisement terminology:

Customer Management Systems (CMS)

Business definition:

These are software solutions designed to help businesses manage interactions with their customers, streamline processes, and improve overall customer satisfaction and retention.

Sometimes referred to as CMS, here are some key features of a customer management system:

- Centralised customer database – storing of customer information, contact details, purchase history, preferences and interactions with the business.
- Analytics and reporting – a tool that allows the business to gain insight into the customers behaviours, identify trends and measure effectiveness of the business for the customer.
- Integration with other systems.

How this can translate to the employee experience:

An employee may experience Customer Management Systems (CMS) in various ways, especially in the context of their professional career.

This may be on a daily basis or less frequent. Here are some ways and employee may interact with a CMS:

- Data analysis

A CMS can play a crucial role in helping employees manage their relationships with stakeholders, ultimately contributing to their overall success.



Job advertisement terminology:

Onboarding

Business definition:

In business, "Onboarding" refers to the process of integrating a new employee into the organization and familiarizing them with the company culture, policies, procedures, and their specific role and responsibilities.

It typically starts from the moment an employee accepts a job offer and continues through their first few weeks or months on the job.

This may include orientation sessions, introductions to team members, training sessions, provision of necessary equipment and materials, and ongoing support from managers or mentors.

How this can translate to the employee experience:

Onboarding for employees, especially in professional settings, is crucial for their success and integration into their new organization.

Here are several ways in which an employee may experience onboarding:

- Introductions to new staff and teams
- Training and conditioning programs
- Review of rules and regulations
- Feedback and performance reviews

Job advertisement terminology:

Commercial readiness

Business definition:

Commercial readiness in business refers to the state or condition of a product, service, or venture being prepared and suitable for the commercial market.

It signifies that the offering has undergone all necessary development, testing, and refinement processes and is now ready to be launched, sold, or utilized by customers or clients.

How this can translate to the employee experience:

"Commercial readiness" for an employee refers to their level of preparedness and attractiveness.

Performance, marketability, media presence, brand alignment and professionalism are all examples of how an employee would be appealing and able to be leveraged and influenced for marketing purposes.

Job advertisement terminology:



People management

Business definition:

People management in business refers to the process of effectively overseeing and leading employees within an organization to achieve its goals and objectives.

It involves various aspects of managing human resources, including hiring, training, motivating, evaluating, and developing employees to maximize their potential and productivity.

How this can translate to the employee experience:

People management experienced by an employee involves various aspects of interpersonal skills, leadership, teamwork, and communication that are crucial for success in sports.

Here are some key components of people management experienced by employees:

- Team dynamics
- Leadership
- Communication
- Conflict resolution
- Time management
- Adaptability.

People management experienced by employees is about effectively navigating relationships, fostering teamwork, and maximizing performance both individually and collectively.

These skills not only contribute to success but also have applications in various aspects of life beyond the workplace.

Job advertisement terminology:

Industry trends

Business definition:

Industry trends in business refer to the patterns, changes, and developments that are observed within specific sectors or industries over time.

These trends can encompass various aspects of business operations, including technological advancements, consumer behaviour, market dynamics, regulatory changes, and emerging opportunities.

Understanding and adapting to industry trends is crucial for businesses to stay competitive, identify growth opportunities, mitigate risks, and effectively meet the evolving needs of their target markets.



Active Queenslanders Industry Alliance

Fitness | Sport | Recreation

How this can translate to the employee experience:

As an employee, staying informed about industry trends is crucial for maintaining relevance, maximizing opportunities, and adapting to changes in your sport or profession.

Here are some key industry trends that employees are concerned with:

- Sustainability
- Technology integration
- Employee activism
- Mental health and wellbeing

By being across industry trends employees can position themselves for success in an ever-evolving landscape.

Job advertisement terminology:

Delivery of solutions to clients

Business definition:

Delivery of solutions to clients in business refers to the process of providing products, services, or other offerings to customers in a manner that meets their needs and expectations.

The steps followed are as follows:

- Understanding the client requirements
- Designing the solution
- Implementation
- Testing and quality assurance
- Delivery and deployment
- Support and maintenance.

How this can translate to the employee experience:

The delivery of solutions to clients as an employee involves a combination of on-field performance, adaptability, leadership, and community engagement, all aimed at achieving success both individually and as part of a larger team or community.

The steps followed in business are similar to how an employee would structure their training plan and regularly test through training until the delivery, which would be the competition stage.

Job advertisement terminology:



Business development strategy

Business definition:

The action designed to help a company grow its customer base, increase sales, expand into new markets, and ultimately achieve its business goals.

It involves identifying opportunities for growth, building relationships with potential clients or partners, and implementing tactics to capitalize on those opportunities.

How this can translate to the employee experience:

Business development strategies experienced by employees often leverage their personal brand, skills, and network. This may include:

- Networking
- Skill transfer
- Entrepreneurship
- Education and development.

By effectively implementing these strategies, employees can transition smoothly from their careers into successful business ventures and continue to thrive in their post-employment endeavours.

Job advertisement terminology:

Merger

Business definition:

A merger in business refers to the combination of two or more companies to form a single entity.

This process involves the consolidation of assets, operations, and ownership structures of the merging entities.

Mergers can occur for various reasons, including strategic expansion, gaining market share, achieving economies of scale, accessing new technologies or markets, or simply for survival in a competitive landscape.

How this can translate to the employee experience:

When two organisations merge, employees from multiple places may come together to form a single, unified team.

This often involves integrating administrative structures to create a cohesive and effective unit.

Mergers can have significant impacts on employees, including changes in team dynamics.

The skill of being adaptable and seizing opportunities within a new team environment is a skill employees learn and embrace.

Job advertisement terminology:



Acquisition

Business definition:

An acquisition refers to the process of one company purchasing another company or a portion of its assets.

This can occur through various means, including buying a controlling interest in the target company's stock, purchasing its assets outright, or through a merger where the two companies combine to form a new entity.

Acquisitions are often pursued as a strategic move to achieve growth, expand market share, access new technologies or markets, diversify product offerings, or gain competitive advantages.

How this can translate to the employee experience:

An acquisition for an employee typically refers to the process of an organization obtaining the rights to sign or contract an employee to join their team.

Acquisitions are crucial for organisations looking to improve their chances of success in their respective business activities.

Job advertisement terminology:

Autonomous

Business definition:

Autonomy in a company or business refers to the freedom that managers give to employees for making decisions and fulfilling certain objectives.

This can help to increase job satisfaction and improve dedication to different responsibilities and positions.

Autonomy in the workplace means giving employees the freedom to work in a way that suits them.

How this can translate to the employee experience:

Whilst employees have a wide support network around them who make a lot of decisions in order to be successful, employees must participate in the decision-making by understanding and communicating how they are feeling and what feels right to them.

This requires honesty and trust; it builds confidence and maturity and portrays autonomy.

Job advertisement terminology:



Active Queenslanders Industry Alliance

Fitness | Sport | Recreation

Multi-disciplinary

Business definition:

Multi-disciplinary refers to a team of employees with different skills and experiences, typically from different business departments that work together to solve a problem or achieve a common goal.

How this can translate to the employee experience:

Successful performances are made up of a multi-disciplinary team. Therefore, employees often have vast experience with multi-disciplinary teams.



Active Queenslanders
Industry Alliance

Fitness | Sport | Recreation

Sports House
150 Caxton Street
Milton QLD 4064
+61 7 3367 0833