



POSITION DESCRIPTION

Position Descriptions form a part of an integrated planning process to ensure that individual performances align with the strategic and corporate directions for the City. The Position Description also provides the basis on which selection criteria for the position are determined.

POSITION TITLE:	COORDINATOR BUSINESS SERVICES
WORKPLACE AGREEMENT:	CITY OF SALISBURY MUNICIPAL OFFICERS ENTERPRISE AGREEMENT NO. 12, 2017
CLASSIFICATION:	TBD
DEPARTMENT / DIVISION:	CITY DEVELOPMENT/ECONOMIC DEVELOPMENT & URBAN POLICY
POLICE CLEARANCE:	NOT REQUIRED
REPORTS TO:	MANAGER, ECONOMIC DEVELOPMENT & URBAN POLICY
DIRECT REPORTS:	THREE
POSITION NUMBER:	

POSITION OBJECTIVES:	<ul style="list-style-type: none"> • Increase business investment and job creation in Salisbury • Provide strategic oversight of Council's program of services provided to business intenders, start ups and existing firms • Ensure that business advisory and business growth programs are relevant, meet client needs and are delivered in a contemporary manner • Provide business advice and mentoring services to intenders, start ups and existing firms. • Enhance the positioning and profile of the Polaris Centre in the state's business support and entrepreneurship ecosystem • Increase awareness of the Polaris Business and Innovation Centre and increase the number of clients accessing services and events
VALUES AND BEHAVIOURS:	<p>The commitment required of this position is in accordance with the Leadership Brand Principles and Expectations. These behavioural expectations support the City of Salisbury values:</p> <ul style="list-style-type: none"> • By being empathetic; listening to, and understanding their customers and employees. • By empowering their staff and the community to be involved, to speak up, make decisions and deliver key outcomes.

	<ul style="list-style-type: none"> • Through innovation; seizing opportunities, thinking and acting progressively, taking calculated risks and making positive changes. • Through achievement; setting goals for themselves and with team members, always striving to meet these goals and celebrating the successful outcomes. • By recognising diversity, adapting their style and service delivery to always meet the diverse needs of their employees, customers and the community in which they work.
<p>KEY RESPONSIBILITIES:</p>	<ul style="list-style-type: none"> • Lead, empower, manage and develop business services staff to optimising the effectiveness of the team and its members • Provide mentoring, advisory and support services to the operators of small and medium businesses both at the Polaris centre as well as in business premises • Identify and develop businesses with significant growth potential to accelerate their investment and job creation plans • Develop, build and maintain strong relationships with key stakeholders and prospective program partners • Lead the marketing and positioning of the Polaris Centre’s business support services and events program to increase awareness and usage by business • Manage the Polaris Centre’s social media presence including identifying and preparing content. • Evaluate the effectiveness of the Polaris Centre’s business support programs and identify opportunities to evolve, improve, focus or broaden the suite of services offered. • Ensure business support services are closely integrated with Council’s broader economic development and urban policy functions • Identify, secure and manage external grant funding for business support services • Increase the aspiration of firms to engage in international trade and support them to do so. • Provide regular reporting updates as required by funding providers and Council
<p>WHS RESPONSIBILITIES:</p>	<ul style="list-style-type: none"> • Observe and comply with all health and safety policies and procedures within the City of Salisbury including all safe operating procedures or instructions. • Take all reasonable steps to ensure personal safety and that of others is not put at risk through any act or omission in relation the above. • Report any identified hazards, incidents including near misses or injuries which arise in the course of work, using the systems and/or documentation available for such reporting. • Fulfil individual requirements to meet any documented WHS objectives arising from biannual performance and development reviews. • Not endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug in breach of Council’s Drug and Alcohol Policy. • Undertake WHS training where required, in order to

	perform duties (refer to WHS Competency Assessment).	
GENERAL RESPONSIBILITIES:	<ul style="list-style-type: none"> To comply with the City of Salisbury Code of Conduct and all other policies and procedures adopted by the City of Salisbury as varied from time to time. To manage all Corporate Records in accordance with required procedures. Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits. 	
COMPETENCIES:	<ul style="list-style-type: none"> To be determined and written into the individual training plan upon commencement – see Organisational Wellbeing 	
ESSENTIAL SELECTION CRITERIA:	<ul style="list-style-type: none"> Proven inclusive leadership ability most notably the capacity to build and lead a team by harnessing their collective talents and strengths Demonstrated capacity to act strategically and exercise a high level of independent judgement under broad direction Ability to identify and initiate change as well as respond to changing circumstances and priorities Demonstrated experience in providing advice and information to small and medium businesses including responding to ad hoc inquiries as well as providing mentoring and ongoing support. Proven ability to identify, access and manage external grant funding Extensive knowledge of issues affecting small business growth, innovation and viability Ability to build and maintain networks, establish sound working relationships and develop collaborative programs High level communication skills including the ability to provide clear, concise and comprehensive advice both verbally and in writing. Strong marketing skills and demonstrated experience in building a client base. Ability to evaluate effectiveness of services provided in achieving required outcomes and to identify improvement opportunities based on that evaluation A strong desire to see businesses start, grow and succeed. 	
DESIRABLE SELECTION CRITERIA:	<ul style="list-style-type: none"> Experience in owning and/or operating a business Appropriate tertiary qualifications such as commerce, marketing, economics or other relevant disciplines 	
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> Some outside of normal working hours activity will be required from time to time. The incumbent will have access to a pool vehicle however may be required to utilise their own vehicle when the pool car is not in use. 	
EXTENT OF AUTHORITY:	<ul style="list-style-type: none"> Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits. 	
POSITION INCUMBENT NAME:	SIGNATURE:	DATE:

