

Position Description

Business Programs Officer (POS1782)

Directorate Department	Business Programs Officer
Reports to	Coordinator Business Development
Number of Direct Reports	0
Position Grade	12
Employment Type	Permanent Full-time
Primary Location	50 Scott Street
Date Approved	October 2025

Our Culture

We believe in the future of Liverpool.

We're a connected team with a shared purpose, determined to get the best results on the things that matter most for our community and people. We live our culture with a mindset of "A better way – every day."

WORKING TOGETHER



COMMUNITY FOCUS



ACCOUNTABILITY



GROWTH & DEVELOPMENT



INNOVATION



Intent and Primary Purpose of the Position

To develop and manage small business policy and capacity development programs, this includes; data analysis, identifying and delivering private and public sector small business programs and monitoring economic development trends for key business initiatives led by Council in order to meet the needs of internal and external stakeholders.

Position Outcomes and Accountabilities

Outcomes Delivered	Performance Standard
Development and delivery of Council's Small Business Strategy including the development and facilitation of small business policy and capacity development programs, business engagement and stakeholder meetings which at times may be conducted outside normal working hours.	Demonstrate proactive coordination of business capacity-building initiatives and stakeholder meetings, with positive feedback from participants and strong alignment to Council's economic development objectives.

Position Outcomes and Accountabilities	
Outcomes Delivered	Performance Standard
The provision of timely, accurate and grammatically correct complex documentation and presentations in accordance with appropriate administrative standards, including management of timeframes.	All materials meet Council's administrative and formatting standards and are delivered within agreed timeframes.
Sound time management and organisational skills with demonstrated experience in managing competing priorities, levels and volumes of work	Demonstrates effective time management and attention to detail under competing priorities.
Use of economic development research and data tools to influence policy making and decisions to deliver appropriate advice and assistance to local businesses.	Delivers timely, accurate, and practical advice to Council and local businesses, demonstrating sound analysis and alignment with Council's strategic economic objectives.
The provision of support to various Council committees, responses to Councillor, Mayoral and CEO requests, general management of incoming small business requests, and assistance with other functions as required.	Manages incoming small business enquiries efficiently, ensuring accurate information and timely follow-up whilst maintaining a high standard of service and confidentiality.
The provision of support to a range of events and communications activities including working with Federal and State government business agencies.	Provides proactive support for events and communications activities, ensuring high-quality delivery and alignment with Council's objectives.

Decision Making Authority and Responsibilities

Decision Making	<ul style="list-style-type: none"> This position has no formal delegation of authority
WHS Responsibilities	<ul style="list-style-type: none"> Promote a safe and healthy work environment by complying with all relevant WHS legislation, policies, and procedures. Take reasonable care for their own health and safety and that of others in the workplace. Report hazards, incidents, and unsafe practices in a timely manner. Follow safe work practices and instructions to maintain a safe workplace.
Financial Delegation	<ul style="list-style-type: none"> This position has no formal delegation of authority

Key Relationships

Who	Why
Manager City Economy	<ul style="list-style-type: none"> Sets the strategic direction for the team.
Coordinator Business Development	<ul style="list-style-type: none"> Provides guidance on day-to-day tasks.
Communications Unit	<ul style="list-style-type: none"> Provides leads and narrative on positive media opportunities involving local small business and small business programs
Community and Lifestyle Directorate	<ul style="list-style-type: none"> Provides support to the Community Development and Events team as required
CEO and Mayor’s Office (As required)	<ul style="list-style-type: none"> Providing support for interaction with small business requests and other matters as required.

Position Requirements

Qualifications, Knowledge, Skills and Experience

Essential:	<ul style="list-style-type: none"> Relevant tertiary qualifications or minimum moderate to intermediate years’ experience in project management, client relationship/account management, events or business development Current Class C Driver’s Licence Proven experience in economic development or business-related organisation or field Demonstrated experience in accessing and reviewing data and research through online tools to influence policy development Demonstrated ability to perform with a high level of personal and professional integrity within a multi-functional team environment
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	<ul style="list-style-type: none"> • Demonstrated experience in managing projects, on time and with limited resources • Experience in handling complex enquiries and complaints for both internal and external stakeholders • Experience working independently and in a multi-disciplined team environment • Strong written and verbal communication skills and problem-solving abilities.
Desirable (if applicable):	<ul style="list-style-type: none"> • Knowledge of Local Government

Signature

By signing below, I understand the contents and expectations of this position description.

Name	Signature	Date

Capabilities for the position

The capability framework outlines the capabilities needed by everyone to work well and be effective in their position. They are expressed as behaviours to provide clarity and a common language to describing the skills and abilities to perform a position at Council.

Core Capabilities <i>Applicable to all positions</i>	Description
Developing Self	Seeks growth opportunities, embraces feedback, and enhances skills and knowledge.
Being Accountable	Takes ownership of actions, delivers on commitments, and ensures transparency and responsibility.
Acting with Integrity	Behaves ethically, upholds values, and acts in the best interest of the organisation and community.
Communicating Effectively	Expresses ideas clearly, listens actively, and tailors communication to the audience's needs.
Working Collaboratively	Works well with others, builds teamwork, and fosters a supportive environment.
Having Resilience	Bounces back from adversity, maintains positivity, and performs effectively under pressure.
Focus Capabilities <i>Most important to be effective in position</i>	Description
Commercial Nows/Acumen	The ability to apply business insight, strategic thinking, and practical solutions for competitive advantage.
Using Data for Decision Making	Collects, analyses, and interprets data to ensure evidence-based, accurate, and effective decision-making.
Influencing and Negotiating	Communicates persuasively, uses negotiation skills, builds consensus, and resolves conflicts constructively.
Thinking Innovatively and Creatively	Encourages new ideas, fosters innovation, and seeks opportunities for creative problem-solving and improvement.
Building Relationships	Establishes positive relationships, builds trust, and fosters partnerships to achieve common goals.
Delivering Outcomes	Sets ambitious goals, measures progress and adapts strategies to ensure effective achievement of objectives.
Focusing on the Community	Provides high-quality service, seeks feedback, and anticipates community needs.
Using Technology and Building Digital Literacy	Adopts technology, enhances productivity, stays updated on advancements, and promotes digital literacy.
People Management Capabilities <i>Required for leadership positions</i>	Description
Inspiring Direction and Purpose	Provides clear vision, motivates others, aligns team efforts with objectives, encourages and empowers achievement.
Managing People	Guides team members, provides feedback, recognises efforts, develops talent, and fosters an inclusive culture.
Managing Reform and Change	Drives organisational change, aligns with goals, engages stakeholders, monitors progress, and adjusts strategies.
Optimising Outcomes	Analyses processes, identifies improvements, implements strategies for efficiency, and uses data for informed decisions.
Practising Sustainability	Implements sustainable practices, balances economic, social, environmental factors, and advocates long-term sustainability goals.
Valuing Diversity and Inclusion	Promotes an inclusive environment, respects diverse perspectives, and advocates for equity and inclusion.

