

# Hillsong Enterprise Development Position Description

**Position Title:** Business Development Officer  
**Location of Position:** Sydney  
**Division:** Enterprise Hub  
**Date:** January 2005

## PRIMARY POSITION OBJECTIVE

To facilitate the improvement of small (micro-) enterprises owned by Indigenous and Non-Indigenous people

## OVERALL VISION

*"To provide opportunities for Indigenous and non-Indigenous Australians to be transformed through, Micro Enterprise Development".*

## CORE VALUES:

*Respect, Commitment, Integrity, Accountability*

**POSITION REPORTS TO:** Enterprise Hub Team Leader

## POSITION TITLES OF PERSONS RELATING TO THIS POSITION

1. Enterprise Hub Administrator
2. Enterprise Hub Loans Officer
3. Visiting Learning & Development Co-ordinator (Co-ordination Enterprise Hub)
4. Visiting MED Technical Director (Co-ordination Enterprise Hub)

## HOW POSITION RELATES TO THE REST OF THE WORK:

The Business Development Consultant is based in a local Hub and primarily provides assistance with Business Improvement as opposed to capacity building or finance. The Business Development Consultant also connects and builds networks with the community and identifies potential borrowers.

Business Development Consultants will spend most of their time with clients who have already engaged in income generating activity, and may be accessing micro-credit services.

Training is a part of the role, however the Learning and Development Co-ordinator will have primary responsibility for the design and refinement of training materials.



## KEY RESPONSIBILITIES & OUTCOMES; JAN 2005 – MAR 2005

Responsibility Area	Task	Expected Result/Standard Required	Method of Measurement
<b>Client Support</b>	<p>A. Identification of specific value added services to clients.</p> <p>B. Referral to appropriate agencies and MED services.</p> <p>C. Follow up and encouragement of clients one to one.</p> <p>D. Facilitation of client group meetings (solidarity, encouragement, problem-solving)</p> <p>E. Work closely with Loans Officer to maximize efficiencies.</p>	<p>A. Specific one-to-one support services delivered to at least 15 Clients</p> <p>Scope and nature of support offered is documented for each client, shared with appropriate staff and reported according to procedures.</p> <p>B. Brokerage of services using other agencies as appropriate</p> <p>Liaison with individuals and agencies with business support responsibilities</p> <p>Accurately report on client pathways and referrals</p> <p>C. Business Improvement Plan designed with selected client needs.</p> <p>D. At least one client group meeting held that promotes discussion, identifies needs and encourages participants. Groups are defined based on similar interests and business needs.</p>	<p>A. Support services are valued by clients as reported in formal and informal feedback to enterprise hub.</p> <p>B. Demonstration of a knowledge of what other agencies offer evidenced by a growing list of contacts</p> <p>Clients accessing all services available in the community.</p> <p>Up-to date reports on advise provided to clients</p> <p>Client Feedback Staff Feedback Business Improvement</p> <p>E. Referrals to Loans Officer</p>

## KEY RESPONSIBILITIES & OUTCOMES; JAN 2005 – MAR 2005

Responsibility Area	Task	Expected Result/Standard Required	Method of Measurement
<p><b>Facilitate Training services for Enterprise Hub.</b></p>	<p>I. <u>Client Training</u></p> <ul style="list-style-type: none"> <li>- Identification of groups (clusters) of clients with similar training needs.</li> <li>- Liaison with LDC to identify appropriate training strategies for client group</li> <li>- Delivery of some group training.</li> </ul> <p>J.</p> <p><u>Training Materials</u></p> <ul style="list-style-type: none"> <li>- Familiarity with existing programme materials used for Client Training.</li> <li>- Liaison with LDC regarding improvement of training materials.</li> </ul>	<p>I.</p> <p>Formal and informal training strategies that meet the needs of Indigenous clients in regards to Business Improvement.</p> <p>J.</p> <p>Delivery of training materials in a way that clients find easy to understand and practical to apply.</p>	<p>I.</p> <p>Client Feedback Staff Feedback Business Improvement</p>

## KEY RESPONSIBILITIES & OUTCOMES; JAN 2005 – MAR 2005

Responsibility Area	Task	Expected Result/Standard Required	Method of Measurement
Learning & Development	F. <u>Staff Meetings:</u>  Attendance and contribution Formal presentations.	F.  Attendance and participation at enterprise hub meetings	F. <ul style="list-style-type: none"> <li>▪ &gt;80% of staff meetings attended</li> <li>▪ Regularly (at least 50% of the time) raises and speaks to agenda items.</li> </ul>
	G. <u>Professional Training and Development</u>	G. <ul style="list-style-type: none"> <li>▪ Attendance at formal training</li> <li>▪ Achievement of competencies during training</li> <li>▪ Completion of professional development as agreed.</li> </ul>	G. <ul style="list-style-type: none"> <li>▪ 100% attendance at set in-house' training sessions.</li> <li>▪ Completes worksheets and assignments to a satisfactory standard</li> <li>▪ Completes all agreed professional development tasks</li> </ul>
	H. <u>Leadership.</u>	H. <ul style="list-style-type: none"> <li>▪ Assumes leadership with respect to business development tasks.</li> <li>▪ Demonstrate initiative and adds value to the enterprise hub in terms of goal accomplishment.</li> <li>▪ Demonstrates ownership of organizational vision and values</li> </ul>	H. <ul style="list-style-type: none"> <li>▪ Appropriation of task leadership where relevant</li> <li>▪ Level of contribution to overall enterprise hub performance through initiative</li> </ul>

**LIMITS OF AUTHORITY**

- a) Expenditure over \$500 on any purchases made at one time, requires the approval of the Enterprise Hub Team Leader
- b) Total expenditure on supplies, expense items, training may be approved to budget level.
- c) No hiring authority

**CRITICAL QUALIFICATIONS/SKILLS/EXPERIENCE****Qualifications:**

- Tertiary qualifications in a Business discipline, or an equivalent combination of skills and experience.
- Cert IV in Training and Workplace Assessment.

**Skills/Experience:**

- Team approach
- Small Business Knowledge
- Written and Verbal Communication
- Ability to learn and apply lessons on the field.
- Analysis
- Systematic approach to business improvement
- Understanding of Adult Learning Principles
- Ability to facilitate and present to groups
- Relational approach to community development and networking

**Aptitude:**

- Adaptive Capacity (willingness to adjust methods to achieve continual improvement)
- Appropriation of leadership (willingness to take the initiative according to experience, knowledge and context)
- Addition of Value (taking opportunities to innovate and 'go the extra mile')
- Function cross-culturally
- Empathy with Micro-entrepreneurs
- Decisive and reliable

**Position Description Approved By:****Position Title:****Signature:****Date:****Employee/Contractor:**.....**I have read and agree with this position description****Signature:****Date:**