



INFORMATION PACKAGE

POSITION VACANT

BUSINESS SUPPORT MANAGER

REF NO: F133.01.131

CLOSING DATE: 12PM TUESDAY 10 OCTOBER 2017

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Thank you for enquiring about this position. If, after reading the information package, you would like further information please contact Council's HR Officer, Helen Thompson on (02) 6380 1234.

Application may be e-mailed to vacancies@hilltops.nsw.gov.au or mailed to:
The General Manager,
Hilltops Council,
Locked Bag 5,
YOUNG NSW 2594

BY: 12PM TUESDAY 10 OCTOBER 2017



POSITION DESCRIPTION

POSITION TITLE BUSINESS SUPPORT MANAGER	
Directorate:	General Manager
Reports to:	General Manager
Direct Reports:	Nil
Grade:	Grade 13
Conditions of Employment:	Full time / 35hrs per week / nine-day fortnight NSW Local Government (State) Award 2017 9.5% employer superannuation contributions

PURPOSE OF THE POSITION

The primary purpose of this position is to manage the relationships between Council and businesses, with the objective of supporting them with their dealings with Council and other Government Agencies, while promoting strong partnerships to compliment the Hilltops region as a place to invest.

A particular focus on attracting new businesses and expanding existing business by supporting them through the development process is a critical aspect of the role.

KEY ACCOUNTABILITIES

- Provide high level business and account management support to a portfolio of Hilltop's business customers and key stakeholders.
- Build and maintain positive strategic relationships with internal and external stakeholders.
- Develop a sound understanding of Council processes and the customer's businesses in-order to provide the most efficient solutions for both parties.
- Ensure all business customers receive prompt and efficient customer service.
- Identify business development opportunities available in the Hilltops region and promote these opportunities to potential investors.
- Investigate and address any customer issues or complaints ensuring they are resolved in a timely manner.
- Provide a central point of contact to business customers, ensuring enquiries are directed to the appropriate section for advice and followed up as priority.
- Mediate issues between business and Council to effectively resolve any problems.
- Plan and coordinate with internal stakeholders to drive the adoption of key account management systems and processes.
- Organise regular information forums on new business opportunities to drive development in the region.
- Monitor and report on the customer account activity and identify any potential issues for Council.
- Provide timely advice as the primary point of contact for business customers in their dealings with Hilltops Council and where necessary act as solution broker between external business customers and Council contacts.

- Work closely on initiatives with the Economic Development Officer and Executive Team to drive economic growth across the Hilltops and facilitate a culture of continuous improvement, collaboration and exceptional customer service
- Lead and promote a culture of support for business within Council and develop initiatives that help promote that culture.
- Work closely with the Director of Sustainable Growth to ensure positive communication and engagement channels and resources are in place between Council and the development community

LIMITS OF AUTHORITY

Act within regulations and Council policies and guidelines.

SELECTION CRITERIA

Essential:

- Tertiary qualifications in business, planning, property or related discipline.
- Demonstrated business acumen and an understanding of business systems and processes
- Demonstrated understanding of the complex regulatory framework governing local, state and federal government decision making and the inter-relationships between each level
- Excellent interpersonal skills, both oral and written, with the ability to communicate effectively with a wide range of stakeholders.
- Demonstrated ability to build strong client relationships at a senior level.
- Excellent customer service skills with the ability to influence and negotiate across all levels of business and government.
- Experience in project management and problem solving
- Excellent organisational skills and demonstrated ability to work under pressure and meet deadlines in a high demand work environment.
- Intermediate to advanced computer skills and experience working with Microsoft Office programs, including Word, Excel and Outlook.

Desirable:

- Previous experience in local government or other government agency.
- Detailed understanding of the NSW Planning system

ORGANISATIONAL ACCOUNTABILITIES

Workplace Health and Safety	'There is always time to work safely'. We all have a responsibility for Workplace Health and Safety. All employees must observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Workplace Health and Safety
Code of Conduct	Council's Code of Conduct sets out minimum standards of conduct that is expected of employees and which we must adhere to. Employees must be impartial and fair in dealings with residents, customers, suppliers, general public and with each

	other in order to retain trust, confidence and support.
Equal Employment Opportunity	Hilltops Council supports a workplace free from discrimination and harassment. It is the responsibility of all employees to ensure that they treat all colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions.
Policies and Procedures	Comply with all Council's Policies, Management Guidelines and Procedures.
Customer Service	<ul style="list-style-type: none"> • Provide effective service to Council customers and the community. • Provide effective service to internal customers. • Present a positive image of council.

ACCEPTANCE

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with requirements of the position and will abide by Hilltops Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list.

Signature:

Date:



CONDITIONS OF EMPLOYMENT

Position	Business Support Manager
Ref No	F133.01.131
Grade	Grade 13
Salary Range	The salary range for this position is \$1629.43 to 1805.40 per week plus 9.5% superannuation.
Award	Local Government (State) Award 2017.
Employment Status	Full Time.
Probation	An offer of employment will be subject to a probationary period of 12 weeks. Subject to satisfactory performance, employment will be confirmed at the end of the probationary period.
Hours of Work	35 hours per week.
Pre-employment Medical	Applicants may be requested to undertake pre-employment medical assessments at Council's expense to determine that the applicant is safely able to undertake the duties of the position.
Leave entitlements	<p>4 weeks annual leave per full year of service. Annual leave accrues progressively over a 12-month service period and accumulates from year to year.</p> <p>3 weeks sick leave on commencement, which includes provision for carers leave.</p> <p>Additional 3 weeks accumulated on each anniversary of appointment.</p> <p>Other leave provisions as per Local Government (State) Award 2017.</p>



Hilltop's Structure by Service

