Role Description
Business Development Manager

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Regions, Industry, Agriculture & Resources/ Regions NSW
Location	Newcastle
Classification/Grade/Band	Clerk Grade 9/10
Role Family (Internal Use Only)	Adapted / Communication & Engagement / Deliver
ANZSCO Code	132511
PCAT Code	1119192
Date of Approval	2017 (updated November 2019 and June 2020)
Agency Website	https://www.nsw.gov.au/regionalnsw

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Primary purpose of the role

Identify and deliver services to businesses to enable them to expand their contribution to sustainable, high quality economic growth in NSW, by providing a 'one-stop-shop' client service to Industry including advice referrals, concierge, and issue resolution; and facilitating pathways to accessing government support (including funding).

Key accountabilities

- Identify, develop and manage projects that can utilise NSW Government programs to attract and retain businesses, increase economic growth, grow employment, infrastructure, investment and exports for NSW.
- Provide timely, relevant and actionable market intelligence and advice on industry trends and major developments that have the capacity to provide new opportunities or mitigate threats to businesses and industries
- In consultation with the Business Development Director, identify strategies and develop plans that are directly aimed at meeting the Government's commitments to ensure the growth of priority industries and infrastructure development in New South Wales (including skill development for the jobs of the future)

- Utilise NSW Government facilitation services and programs to provide an effective integrated team approach to the successful development and implementation of industry strategies and initiatives. ☐ Develop and manage working relationships and networks with key State and Federal Government agencies, Local Government and businesses and other stakeholders for the effective leveraging of programs that encourage business growth.
- Actively contribute to the capture and use of market intelligence and database information across the Department to support improved outcomes for the Industry Development branch.
- In consultation with the Business Development Director, maintain an effective and efficient administrative process and system for providing accurate information on a diverse spread of business issues.
- Prepare high quality briefings, correspondence and advice for the Department's Executive, Premier and Deputy Premier, the Cabinet and Ministers as well as clients and stakeholders to inform the Government's response to key issues impacting NSW.

Key challenges

- Initiating innovative ideas in a rapidly changing industry and economic environment
- Providing value add services that will rely on depth of networks and ability to provide relevant advice and solutions to businesses regardless of the sector

Key relationships

Who	Why
Internal	
Business Development Director	☐ Report activities, receive guidance, share information, and discuss applications for financial assistance and facilitation provided to clients/stakeholders or projects.
Departmental staff	☐ Share and discuss tasks, project outlines, targets and gather information in managing the requirements of business and trade activities.

Who	Why
External	
Other government staff, external organisations and business	☐ Scope and plan activities and co-ordinate projects which will bring the broadest suite of government support to a business or collaborative project. ☐ Develop a portfolio of clients and projects which will deliver business outcomes.

Role dimensions

Decision making

- Independently sets priorities and makes decisions on matters in relation to the projects and targets the role is responsible for, and seeks advice from the Business Development Director as required.
- Works with other key Federal, State agencies and Local Government, businesses, education providers and stakeholders to arrange joint activities.

- Establishes client business development needs and assesses the suitability and relevance of a range of programs and third party services in consultation with the Business Development Director where delegated.

Reporting line
Business Development Director

Direct reports
Nil

Budget/Expenditure
Nil

Key knowledge and experience

- Sound understanding of the business development and investment process financial reports and key factors driving economic growth

Essential requirements

- Tertiary qualifications in business or economics or equivalent experience
- Current NSW Driver Licence

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
Personal Attributes	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Advanced
Personal Attributes	**Demonstrate Accountability** Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate
Personal Attributes	**Finance** Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures • Understand the impacts of funding allocations on business planning and budgets • Identify discrepancies or variances in financial and budget reports, and take corrective action • Know when to seek specialist advice and support and establish the relevant relationships • Make decisions and prepare business cases,	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		paying due regard to financial considerations	
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	☐ Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks ☐ Use available technology to improve individual performance and effectiveness ☐ Make effective use of records, information and knowledge management functions and systems ☐ Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	☐ Perform basic research and analysis to inform and support the achievement of project deliverables ☐ Contribute to developing project documentation and resource estimates ☐ Contribute to reviews of progress, outcomes and future improvements ☐ Identify and escalate possible variances from project plans	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	**Capability name**	**Description**	**Level**
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate