

Role Description

Business Development Facilitator



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division / Branch / Unit	Public Works Advisory and Regional Development
Location	Dubbo -Various
Classification / Grade / Band	Clerk Grade 7/8
ANZSCO Code	224711
PCAT Code	1119192
Date of Approval	March 2021
Agency Website	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.

Public Works Advisory (PWA) is part of the Department of Regional NSW. PWA supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, delivery and support services. We bridge the gap between the government and the private sector, helping clients to maximise value, optimise costs and manage risks in their infrastructure programs and the lifecycle management of their assets.

Regional Development works with state and local government agencies, regional communities, business and other stakeholders to drive the NSW Government's regional priorities and deliver better outcomes for the people living and working in regional NSW.

For more information go to www.nsw.gov.au/regionalnsw

Primary purpose of the role

Provide facilitation, project management and support activities to contribute to the development and implementation of projects, strategies and initiatives to achieve outcomes that support and grow key sectors in the Local Government Areas of Walgett, Warren and surrounds

Key accountabilities

- Facilitate local government, community groups and businesses to develop a cohesive approach to business attraction and retention
- Identify, develop and manage projects that can utilise NSW Government business development programs to attract and retain businesses, increase economic growth, and grow employment, investment and exports in the Local Government Areas of Walgett, Warren and surrounds

- 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 regional businesses and industries
- In consultation with the Deputy Regional Director, identify strategies and develop plans that are directly aimed at meeting the Government's Regional Action Plan commitments to ensure the growth of priority industries in regional New South Wales, with specific reference to Walgett, Warren and surrounds.
- Utilise NSW Government facilitation services and programs to provide an effective integrated team approach to the successful development and implementation of regional strategies and initiatives
- Develop and manage working relationships and networks with key State and Federal Government agencies, Local Government agencies and businesses and other stakeholders for the effective leveraging of programs that encourage business growth
- Actively contribute to the capture and re-use of market intelligence and database information to support improved outcomes the department
- Maintain effective and efficient administrative processes and systems for providing accurate information on a diverse spread of business issues
- Prepare timely, accurate, relevant and high quality briefings, submissions, reports, speeches and correspondence to clients and stakeholders when requested.

Key challenges

- Establishing and maintaining effective confidential working relationships with a diverse range of internal and external stakeholders while keeping abreast of relevant business, economic and regional issues
- Working effectively with a wide range of other agencies to capture, maintain, retrieve and share business information
- Preparing confidential briefings, papers and reports in an accurate, timely and professional manner given that there may be a variety of sources of information.

Key relationships

Who	Why
Internal	
Deputy Director, Director	<ul style="list-style-type: none"> • Report activities, receive guidance, share information, and discuss applications for financial assistance and facilitation provided to clients/stakeholders or projects
Departmental staff	<ul style="list-style-type: none"> • Share and discuss tasks, project outlines, targets and gather information in managing the requirements of business and trade activities. • Liaise with the Business Development Manager where delegated by the Deputy Regional Director on more complex client or project matters. • Liaise with other Departmental staff to scope and plan activities, and coordinate projects which will ensure that DPC Regional is recognised as a client service-oriented team. Work team • Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach.
Regional team	<ul style="list-style-type: none"> • Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach.
External	
Other government staff, external organisations and business	<ul style="list-style-type: none"> • 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 Deputy Regional Director and Regional Director as required.
- Works with other key Federal, State and Local Government agencies, 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 Regional Director and Business Development Manager where delegated.

Reporting line

The role reports to the Deputy Director or Director and is fully accountable for the accuracy, validity, balance and integrity of the content of advice provided and work performed.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Working knowledge and awareness of economic issues affecting rural and regional NSW.

Essential requirements

- Current Drivers Licence and willingness to travel.

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	<ul style="list-style-type: none"> • 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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise 	Adept




		<ul style="list-style-type: none"> Connect and collaborate with relevant customers within the community 	
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Build a supportive and cooperative team environment Share information and learning across teams Acknowledge outcomes that were achieved by effective collaboration Engage other teams and units to share information and jointly solve issues and problems Support others in challenging situations Use collaboration tools, including digital technologies, to work with others 	Intermediate
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Use facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Respond constructively to conflict and disagreements and be open to compromise Keep discussions focused on the key issues 	Intermediate
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience Seek contributions and ideas from people with diverse backgrounds and experience Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness 	Adept
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements 	Adept

- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

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	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 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	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate