

Role Description

Business Development Manager



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Regions, Industry, Agriculture & Resources/ Regions NSW
Location	Queanbeyan
Classification/Grade/Band	Clerk Grade 9/10
Role Family (<i>Internal Use Only</i>)	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 timely, accurate, relevant and high quality briefings, submissions, reports, speeches and correspondence to clients and stakeholders when requested.
- Prepare high quality briefings, correspondence and advice for the Department's Executive, Premier and Deputy Premier, the Cabinet and Ministers 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	<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.

Who	Why
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 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

Essential requirements

- Tertiary qualifications in business or economics or equivalent experience
- Sound understanding of the business development and investment process financial reports and key factors driving economic growth
- Current NSW Driver Licence





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<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 follow legislation, rules, policies, guidelines and codes of conduct Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct Recognise and report misconduct, illegal or inappropriate behaviour Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate

		<ul style="list-style-type: none"> • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Finance	Adept	<ul style="list-style-type: none"> • Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures • Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions • Understand and apply financial audit, reporting and compliance obligations • Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate • Seek specialist advice and support where required • Make decisions and prepare business cases paying due regard to financial considerations
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans