



POSITION DESCRIPTION

Position Title:	Business Engagement Officer
Position Number:	11075
Directorate:	Development Services
Department:	City Growth
Reports to:	Economic Development Coordinator
Agreement:	City of Karratha Industrial Agreement 2023
Classification:	Level 5

1. POSITION OVERVIEW

The Business Engagement Officer is responsible for proactively engaging with businesses to understand their needs and provide support to achieve the objectives of the City's Economic Development Strategy. The position is required to project manage key initiatives that attract, support and grow businesses.

2. DUTIES & RESPONSIBILITIES

2.1 Economic Development

- Understand and articulate the needs of businesses in the City of Karratha, coordinate the City's response to business needs and communicate the City's action to support businesses.
- Assist in the preparation, implementation and review of the City's Economic Development Strategy to align with business needs.
- Develop, plan and deliver business engagement projects and initiatives.
- Implement and review grant programs to align with business needs.

2.2 Business Engagement

- Facilitate interactions between the City and businesses including championing business perspectives and influencing internal stakeholders.
- Monitor the City's business engagement performance and general business sentiment in the region.
- Ensure the City's policies and processes support positive interactions with businesses.
- Interpret business enquiries and connect businesses to support services, business to business opportunities, supply chains and grant and funding opportunities.
- Establish and maintain effective relationships with key stakeholders and strategic partners.
- Support businesses through the business lifecycle including attracting diverse new businesses and supporting them to locate in the City of Karratha and supporting existing businesses to reduce the cost of doing business, build their capability and access talent.
- Benchmark the City's business engagement performance and ensure the City is a leader in business engagement.

2.3 Reporting

- Prepare reports to Council on business support related matters.
- Track and report on the impact of business engagement activities.
- Undertake research and provide data and information as required.

2.4 Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority & Accountability

- Works under general supervision of the Economic Development Coordinator.
- Works in accordance with approved policies, procedures and guidelines.

3.2 Judgement & Problem Solving

- Ability to exercise judgement using guidance found in established processes, procedures, precedents and guidelines.
- Ability to use initiative and proactively develop solutions autonomously.
- Ability to evaluate information, think strategically and analytically to problem solve and develop innovative recommendations.

3.3 Specialist Knowledge and Skills

- Understanding of business and economic development principles.
- Demonstrated experience in strategy development, business engagement and economic development.
- Demonstrated experience in developing, planning and implementing projects and initiatives according to project management principles.
- Demonstrated project management experience including working with multi- disciplinary project teams.
- Sound knowledge of policy development, implementation and review procedures.
- Understanding of local government's role in business support and economic development.
- Knowledge of current trends and opportunities in the business and economic development sector.
- Ability to interpret business and economic development trends and issues and relate them to strategic plans.
- Business acumen and an understanding of the business environment within the City of Karratha.
- Knowledge of grant administration processes and requirements.
- Knowledge of business attraction methods.

3.4 Interpersonal Skills

- Highly developed verbal and written communication skills (including report writing and presentations) with a high level of attention to detail and accuracy.
- Highly developed active listening skills with a keen attention to detail.
- High level of emotional intelligence with demonstrated negotiation, networking and conflict resolution skills.
- The ability to lead collaborative project teams.
- Ability to build and maintain effective relationships with strategic stakeholders that can be leveraged to influence and advocate.

3.5 Qualifications and Experience

- Tertiary qualification in economics, commerce, business development or other relevant field or equivalent experience
- Previous experience in the management, planning and implementation of projects
- Demonstrated experience in business engagement or economic development
- Exposure to working with/in local government (desirable)
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)