



POSITION DESCRIPTION – BUSINESS DEVELOPMENT OFFICER (0.8FTE)

[CONTRACT POSITION UNTIL 30 JUNE 2020]

RFCS Gippsland provides financial counselling, planning and support services to farming and small rural businesses.

RFCS Gippsland'S primary objective is to assist clients to implement improvement plans for financial performance of their business as well as their personal wellbeing.

The RFCS Business Development Officer is a new position responsible for developing and delivering process improvement programs across the organisation, focusing on best practice for client and records management compliance. The Business Development Officer will assist with the development of project documentation and submissions for new business initiatives in line with our strategic vision.

The position will be based in Leongatha but is offered with flexible working conditions (by negotiations) to suit the applicant, however it is expected that hours worked will be up to 60 per fortnight spread over a number of days per week.

This position works under the direction RFCS Gippsland Executive Officer and RFC Coordinator.

POSITION DUTY STATEMENT

Process efficiency

- Use existing data to analyse gaps in application of policy, process and procedures;
- Liase with counsellors to develop best practice case management framework;
- Identify areas of our current service delivery program that can be improved with the implementation of new procedures, best use of existing technology, or providing proposals for new technologies and competency training;
- Develop procedures to support existing and new processes.

Project Delivery

- Manage and deliver projects as directed by Management;
- Analyse data and trends to identify opportunities for programs aligned with core functions;
- Establish project management principles, risks and controls to monitor delivery of projects within quality, time and cost constraints;
- Contribute to the achievement of all key project performance baselines and objectives as defined in project briefs.



Administration

- Analyse data and trends to identify themes of deficient competencies / skills and opportunities for programs;
- Use of Microsoft SharePoint for all record keeping and management of electronic information;
- General admin support to the Leongatha office including answering phones (as required).

Measurable outcomes

- Improved business processes and technologies to manage client interactions and record keeping requirements;
- Increase capacity and competency of users of systems, processes;
- Develop detailed project documentation that provides stakeholders with up to date information on progress/success;
- Improved client engagement processes in line with program funding deed requirements.

Key Competencies

- **Well-developed communication skills:** ability to present and write presentations and communicate with a diverse range of stakeholders;
- **Project management skills:** ability to implement project management principles and tools;
- **Problem solving:** high level analytical and innovative skills, together with demonstrated ability to obtain and analyse relevant data and develop and present a range of business options;
- **Risk Management:** acknowledgement and awareness of risk framework, mitigation strategies, controls and assurance;
- **Self management:** demonstrated ability to self-motivate, plan, manage and prioritise, to meet competing deadlines while working with a range of stakeholders;
- **Technology:** Demonstrated proficiency in IT, including a sound working knowledge of all administrative applications and the ability to use IT programs to enter data, maintain records, and undertake detailed analysis of data and information;
- **Safety:** awareness and understanding of Workplace Health and Safety requirements, and a proven ability to mitigate risks in an employment situation;
- **Privacy & Confidentiality:** demonstrated awareness of privacy and confidentiality legislation and requirements.

Qualifications

- Min 5 years experience in a similar business management or project role;
- Completed Diploma or Degree or other relevant post graduate studies in business, finance or a similar discipline;
- Unrestricted drivers licence;
- Australian resident.

This job description indicates the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role. Duties may be varied and or amended from time to time.

Position description developed August 2019.

Kylie Holmes
Executive Officer
Rural Financial Counselling Service (Victoria) – Gippsland
Leongatha Office