



Position Description – Coordinator Economic Development

Division	City Futures
Portfolio	City Planning & Sustainability
Business Unit	City Planning & Sustainability
Level	7
Reports To	Manager City Planning & Sustainability
Prescribed Position	No

Position Objective

This role will focus on leading the day-to-day delivery, coordination, engagement, activation and business-facing activities across Economic Development and Woodville Town Hall operations.

This role is responsible for ensuring the effective delivery of programs, events, venue activation and operations, and business engagement initiatives by coordinating team activities, aligning operational priorities, and removing barriers to delivery.

The role is intentionally operational, with a focus on:

- Translating agreed direction into action
- Driving delivery outcomes
- Maintaining consistent, efficient operations.

Key Responsibilities

- Lead, support and develop the Economic Development Team
- Allocate resources to meet operational priorities.
- Monitor workloads, service standards and customer outcomes across the team.
- Oversee delivery of the Woodville Town Hall:
 - venue activation programs and events
 - venue operations and bookings coordination
- Manage Council's business grant programs from program development through assessment, acquittal and reporting.
- Lead Council's business support and business engagement services.
- Lead delivery of Council's business events program

- Develop and implement Council's annual business engagement program.
- Maintain productive relationships with local businesses, industry groups, chambers of commerce and business associations.
- Ensure responsive case management for businesses requiring assistance across Council services.
- Monitor operational Key Performance Indicators.
- Contribute to and prepare regular operational reports.
- Identify opportunities to improve processes, workflows and service delivery.
- Ensure accurate records and compliance with Council systems and policies.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for developing a risk aware culture by ensuring the implementation, maintenance and evaluation of risks within their areas of responsibility, in accordance with the Risk Management Framework.
- Responsible for providing leadership of the safety and wellbeing of their staff in accordance with the Work Health & Safety Act 2012 and will provide leadership in the implementation and monitoring of Council's Work Health & Safety Management System within their area of responsibility.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Ability to lead and coordinate operational teams
- Strong planning, prioritisation and workflow management skills
- Excellent stakeholder coordination and communication skills
- Strong problem solving and decision-making capability in operational environments
- Ability to manage multiple concurrent activities and competing priorities
- High level organisational and administrative capability

Knowledge

- Understanding of event delivery, venue operations and/or business engagement activities
- Knowledge of operational service delivery in a local government context (desirable)
- Awareness of customer experience and community engagement principles
- Knowledge of local government services and programs
- Comprehensive knowledge of community consultation processes

Experience

- Experience leading or coordinating teams in a delivery-focused environment
- Experience in events, venue operations, community engagement or business engagement
- Experience managing delivery of programs, services or operational activities
- Experience in initiating and facilitating change.
- Experience in developing and managing budgets.

Qualifications and Requirements

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| • A tertiary qualification (business, events, marketing, community engagement or similar) or equivalent experience | Essential |
| • Current driver's licence | Essential |
| • Ability to work outside standard hours where required | Essential |