

Position title: Business Precinct Program Officer	
Classification: 6	Effective Date: July 2026
Reports to: Coordinator Investment and Economic Development	Tenure: Temporary, 0.4FTE (Equivalent 2 days per week), end 30 June 2027.

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

To lead the development, administration and ongoing review of the Whitehorse Business Precinct Program and related initiatives, ensuring they support economic activity and investment in Whitehorse's activity centres and align with the strategic objectives of the Whitehorse Council Plan and the Whitehorse Investment and Economic Development Strategy.

Key Responsibilities

Position Specific Responsibilities

Business precinct program development and grant administration

- Design and establish the new Whitehorse Business Precinct Program, with support from the Coordinator Investment and Economic Development.
- Develop, administer and continuously improve the grants process, including grant guidelines, to support emerging and established trader associations in line with current Whitehorse grant programs and relevant industry practice.
- Monitor, manage and acquit grant funding in accordance with Council requirements, ensuring appropriate governance, transparency and accountability.

Trader association capacity building

- Develop and deliver training, resources and guidance to support traders and business owners to establish, strengthen and grow informal trader groups and incorporated traders' associations.
- Build and maintain effective relationships with existing trader groups and identify opportunities to support new trader groups through proactive engagement.
- Attend and facilitate trader group meetings, providing strategic and operational guidance that supports program objectives and funding outcomes.

Program marketing and monitoring

- Develop marketing and promotional collateral to raise awareness of the Business Precinct Program and encourage participation from traders, business owners and traders' associations.
- Monitor program delivery, participation and outcomes and promote program achievements internally and externally.



Investment and Economic Development Initiatives

- Coordinate and deliver additional initiatives and activities that stimulate visitation, business engagement and ongoing vitality of shopping precincts, as directed by the Coordinate Investment and Economic Development.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- Primary focus on problem solving with considerable emphasis on program development and implementation of strategies which require solutions needing creativity, originality, and innovation.
- High degree of autonomy and professionalism, under limited direction.
- Position has authority to make decisions on all routine day to day matters but matters requiring decisions of a non-routine or politically sensitive nature are to be referred to the Coordinator, Investment & Economic Development.
- Fully briefs the Coordinator, Investment & Economic Development on all non-routine issues.

Specialist Knowledge and Skills

Licences and Experience:

- An understanding of small business and Trader Association operations and political nous.



- Strong relationship building & influencing skills.
- Collaborative style, with continuous improvement outlook.
- Self-motivated, able to meet deadlines and manage own outputs.
- Excellent communication skills, strong presentation and report writing skills.
- Satisfactory National Criminal History Check.

Technology:

- Competency in the use of Microsoft applications, including Word and Excel
- Experience using SmartyGrants or a similar grants management or process/content system is advantageous.

Qualifications and Experience

Qualifications/ Certificates:

- Tertiary qualifications in a field relevant to economic development, business or a related discipline, complemented by demonstrated experience in a relevant role. Alternatively, lesser formal qualifications combined with substantial relevant experience will be considered. Experience in local government is advantageous.

Interpersonal Skills

- The ability to gain cooperation and assistance from other staff, small businesses, and trader groups.
- Demonstrated high level oral and written communication skills to enable effective collaboration with employees and clients and to influence decision making.

Key Relationships:

- The position will liaise with staff and management across the organisation.
- The position is required to establish, maintain and develop a professional relationship with individual businesses, key industry associations, relevant government Departments and agencies on matters that pertain to growth of business opportunities in the City of Whitehorse.

Management Skills

- Ability to work with various business groups across the City to achieve outcomes.
- Ability to manage time, set priorities, plan and organise own work.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.



Key Selection Criteria

1. Tertiary qualifications in a field relevant to economic development, business or a related discipline, complemented by demonstrated experience in a relevant role, Alternatively, lesser formal qualifications combined with substantial relevant experience will be considered. Experience in local government is advantageous.
2. Highly developed project management skills, with proven ability to manage workflows, meet deadlines and deliver multiple projects concurrently.
3. Ability to administer funding processes and online systems, including assessment, record keeping, funding agreements, reporting, and governance compliance.
4. Capacity to develop engaging content and coordinate marketing and communications activities across a range of platforms.
5. Demonstrated ability to build effective relationships, influence outcomes and negotiate with a range of internal and external stakeholders.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Rarely	
Hand/Arm Movement Tasks involve use of hand/arms	Computer use	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position		Rarely	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rarely	



Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Walking to meetings	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Rarely	
Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard of vision required equal to that required for driver's licence	Frequently	

Any other relevant comments: