

## Position Description:

<b>Title:</b>	Business Navigator
<b>Reports To:</b>	Director of Membership
<b>Location:</b>	Central Lakes – Covering Otago and Southland
<b>FTE:</b>	1.0
<b>Internal Relationships:</b>	All Business South staff
<b>External Relationships:</b>	Members, potential members, service providers, other trade and business associations, local and central government agencies
<b>Direct Reports:</b>	Nil

### Context and Purpose

#### Background

Business South formed on the 1st of October 2021 following the merger of the Otago Chamber of Commerce and the Otago Southland Employers' Association, bringing together nearly 300 years of combined experience in the south. It provides a wide range of services including business advocacy, training and development, business support, employment relations and legal support, workforce development services, and business networking and events.

#### Position Objectives

The Business Navigator will enable owner/operators and Business South members by helping them connect with the tools and services they need across not only the Business South and Business NZ networks but also from within the local community. A growing and vibrant Business South member community are attributes of success.

Be part of the 'go to' team for Business South, creating opportunities and enabling high levels of engagement across all parties. Be the 'go to person' for Business South across the region, creating opportunities and high levels of engagement across all parties.

#### The Role

As the Business Navigator for Business South, your primary objective is to serve as the pivotal link and catalyst for regional business success. You will be the trusted "go-to" person, dedicated to forging and enhancing relationships across stakeholders. Your role encompasses driving growth opportunities, fostering deep engagement, and facilitating strategic connections that empower businesses to thrive within the region. By navigating the landscape of economic and business development and leveraging your expertise, you will champion collaborative initiatives that propel sustainable business growth and elevate the collective prosperity of our community.

Key areas of responsibility, as detailed below include:

- Provide strong service to all members and potential members.
- Operate collaboratively as a total Business South team, and
- Deliver services in a way that is best for our regions and business communities.

## Key Areas of Responsibility

You are responsible for delivering on the following key accountabilities for this role..  
These include:

### Strategy and Implementation

- Acting as the first point of contact for members, providing high quality and timely expert advice and support for all membership enquiries.
- Member Onboarding and Implementation: Forward members to the operations team for the onboarding process for new members, ensuring a smooth transition and integration into the Business South community.
- Foster relationships with members, actively engaging with them to ensure their continuous development and satisfaction, leading to long-term retention.
- Responsible for planning, promoting, and ensuring the smooth running of events centred around membership growth, networking, and other identified needs. Eg. Monthly Business After 5 (BA5) networking events.
- Online and in-person educational event support and delivery
- Monitoring service levels for consistency and continuous improvement
- Build and maintain strong alliances and networks within the business community to enhance the value provided to members
- Providing product insights and collaborating with the Operational and Training Team
- Identify training needs, whether technical or soft skills, and connect new members with relevant resources
- Processing and recording new memberships and changes to memberships

### Financial Management

- Work with the Senior Leadership Team to ensure they understand the implications on their respective budgets for the year

### General

- Produce information as required for the Board.
- Any other duties that may arise as the position develops.
- Promote and actively encourage membership growth through identifying and actioning membership acquisition and retention opportunities.
- Actively participate in:
  - Team meetings
  - Business South Board, Regional Advisory Committee and Senior Leadership and Meetings as required
  - Staff engagement surveys
  - Professional development
  - Identifying and acting on opportunities that support our strategy
- Operate within the agreed Strategy/Operational Business Plan and Budget.

### Corporate Responsibility

- Create and maintain information and appropriate Business South Inc. management systems.
- Always promote a positive and professional image of Business South Inc.
- Represent the Business South Inc. as appropriate.
- Engage in appropriate stakeholder liaison.
- Understand and implement the Business South Inc. values.
- Ensure you understand and adhere to all Business South Inc. Policies including the Business South Inc. Health and Safety Policy, which involves actively always contributing towards the Business South Inc.'s commitment to the safety and wellbeing of our fellow staff and our members.

## Key Competencies/Knowledge/Skills and Experience

Key Competencies/Knowledge/Skills and Experience	Required	Desirable
Proven business development, sales, and relationship management experience	✓	
Demonstrated achievement in recognising and seizing opportunities and driving these to successful outcomes	✓	
Established relationships with business community	✓	
Strong organisational skills including the ability to self-manage, meet deadlines, hit KPI's and complete tasks – a strong sense of accountability	✓	
Well-presented and professional when dealing with all internal and external clients and stakeholders	✓	
Confident approach to meeting and greeting clients.	✓	
Excellent written and oral communication skills	✓	
High level of professionalism, with a positive attitude towards evolving systems and thriving in a dynamic environment	✓	
The ability to communicate clearly both in writing and verbally with internal and external audiences	✓	
Proficiency in the Microsoft suite of programs and previous experience with CRM systems	✓	
Current NZ Drivers licence	✓	
Flexibility with work hours (evening work and some travel required)	✓	
A strong customer service ethic with the ability to see and act on trends in customer engagement	✓	
Experience with coordinating events		✓
Experience in membership-based organisations		✓

*Key Performance Indicators will be developed in partnership post appointment and documented as a schedule attached to this job description.*

## Personal Attributes

Personal Attribute	Characterised By
Organisation centric	<ul style="list-style-type: none"> <li>Acts with integrity putting the organisation at the centre of decision making</li> <li>Seeks continuous improvement for the organisation and our customers</li> </ul>
Leadership influence	<ul style="list-style-type: none"> <li>High level of team engagement and ability to influence outcomes</li> <li>Demonstrates empathy, high awareness of self and others</li> <li>Able to lead others through change providing support while introducing and implementing new ways of working and operating</li> <li>Team members have a sense of agency</li> <li>Models desirable behaviours and encourages others to do the same</li> </ul>
Organisational Agility	<ul style="list-style-type: none"> <li>Being adaptable and responsive within the organisation. Understanding the dynamics of the business, anticipating changes, and adjusting strategies accordingly</li> </ul>
Curiosity	<ul style="list-style-type: none"> <li>Asks questions and seeks others' input</li> <li>Explores ideas, reads widely, and talks with others to understand the business landscape more deeply</li> <li>Self-driven and motivated</li> </ul>
Ability to set and meet targets	<ul style="list-style-type: none"> <li>Works to achieve outcomes within project timeframes</li> <li>Provides clear expectations to team members regardless of position in the organisation</li> <li>Is driven by meeting targets and achieving outcomes</li> </ul>
Courage	<ul style="list-style-type: none"> <li>Used to and comfortable in working in an environment where the end point is not always known at the start of a project</li> <li>Used to and comfortable in working with imperfect data to make decisions and keep driving progress towards the desired end outcome</li> <li>Take calculated risks</li> <li>Willing to be vulnerable</li> <li>Has honest conversations even when it is hard</li> </ul>
Transparent	<ul style="list-style-type: none"> <li>Communicates openly</li> <li>Shares information broadly</li> </ul>

*I acknowledge receipt of and agree to the above job description and understand that key performance indicators will be agreed to upon appointment for each of the key areas of accountability that reflects the current business plan and budget and reviewed annually.*

Signed: \_\_\_\_\_

Witnessed  
by Manager: \_\_\_\_\_

Date: \_\_\_\_\_