

# POSITION DESCRIPTION

## Director, Business Solutions

<b>Title:</b>	Director, Business Solutions	<b>Position no:</b>	5100
<b>Level:</b>	Director	<b>Last updated:</b>	December 2022
<b>Location:</b>	All IBA locations will be considered	<b>Term:</b>	3 years
<b>Program:</b>	Business Solutions		
<b>Section:</b>	Business Solutions Management		
<b>Context:</b> <p>Indigenous Business Australia, partners and invests with Aboriginal and Torres Strait Islander people who want to own their future. We go further than provide money; we invest in people, places and ideas that are ready. We help make them real. We're deeply invested in the financial success and economic independence of Indigenous Australians. It's why we exist.</p> <p>We provide a range of services for Indigenous Australians to create wealth and accumulate assets, take up investment opportunities, create business enterprises that provide additional employment opportunities, and to purchase homes. We achieve these outcomes by applying a commercial focus, and by building mutually respectful and productive partnerships with Indigenous Australians, government, non-government and private sector organisations.</p> <p>Our staff are invested, informed, responsive, respectful and connected.</p> <p>IBA Business Solutions offers business finance, business support and economic development initiatives to eligible Aboriginal and Torres Strait Islander people to assist them to establish, purchase or grow commercially viable small businesses. A range of services is offered including workshops to develop business skills and access to other support guidance and resources. Financial support is provided through a broad suite of financial products including (but not limited to) loans, leasing, invoice financing and performance bonds.</p>			
<b>Role:</b> <p>The Director, Business Solutions, reports to the Executive Director, Products and Markets, and leads a geographically dispersed team of staff delivering a suite of products and services that make a measurable contribution to Indigenous self-sufficiency. As a member of IBA's senior leadership team the position is required to contribute to the management of the organisation, and liaise with Commonwealth, state and territory agencies, private companies and Indigenous organisations to aid the economic development of Indigenous Australians.</p> <p>The role is responsible for delivery of:</p> <ul style="list-style-type: none"><li>• Corporate objectives as stated in IBA's Corporate Plan pertaining to Business Solutions.</li><li>• Program level goals, particularly all contractual requirements of the program. This includes a focus on activity volumes, innovation, business support and other related performance results and indicators.</li></ul>			

- Other elements of service delivery including but not limited to project and grant specific KPIs and obligations.

The role is responsible for the quality of services delivered and appropriateness of enabling policies and systems.

Additionally, the Director, Business Solutions, is responsible for the people management of the Business Solutions program including ensuring that staff are equipped to deliver into the future. The role also plays a key part in assisting IBA to achieve the people goals within the five-year Strategic Plan.

**Duties:**

- Provide leadership and support to the program, ensuring its high performance in delivering its planned and contractually committed outcomes.
- Actively contribute to the Products & Markets leadership team.
- Foster a collaborative, respectful and inclusive culture where the customers' needs are paramount.
- Provide opportunities for staff members and teams to be their best.
- Drive continuous improvement through innovation, evaluation and performance monitoring.
- Ensure compliance with all relevant legislations, policies and procedures  
Deliver contracted services around business development, support and broader economic development.
- Monitor financial performance of the directorate and ensure resources are employed effectively and efficiently.
- Prioritise customer service and ensure services are timely, effective, meeting demand and of a high quality.
- Provide support, program performance transparency and policy advice to the CEO and Executive.
- Represent IBA at senior levels with other government departments and maintain robust and useful relationships with stakeholders and external parties.
- Other duties as required.

**Required capabilities**

These are essential unless otherwise indicated.

**Specialist Skills**

- Commercial acumen and demonstrated achievement in business development, including an understanding of business finance and due diligence processes
- Achievement in program development and service delivery

- People management skills including an ability to harness capability to deliver results and drive organisational change
- Strategic and analytical skills of a high order
- Capacity to oversight the provision of business finance as well as contracted business services such as mentoring, training and advisory services
- Tertiary qualifications in a relevant or related field highly desirable.

**Personal attributes**

- Cultural capability including a respect for diversity and ability to communicate sensitively with Aboriginal and Torres Strait Islanders.
- Communication and influencing skills of a high order to develop effective working relationships with a wide range of clients and stakeholders, including sensitivity in dealing with Indigenous communities and individuals.
- Personal drive, enthusiasm and results focus.

**Reference documentation:** [www.iba.gov.au](http://www.iba.gov.au)

- IBA five-year Strategic Plan 2018-23
- IBA Code of Conduct and Values

**Further enquiries:** Faysal Fassi 07 3008 8346 or email: [faysal.fassi@iba.gov.au](mailto:faysal.fassi@iba.gov.au)

Applications: email to [IBArecruitment@iba.gov.au](mailto:IBArecruitment@iba.gov.au) or  
mail to: PO Box 650 Fyshwick ACT 2609

- Application Coversheet
- Resume
- Maximum 800 words addressing the selection criteria

Please note that applications not accompanied by the Application Coversheet available from our website or sent directly to the enquiry officer will not be accepted.

**Closing date:** 13 February 2023