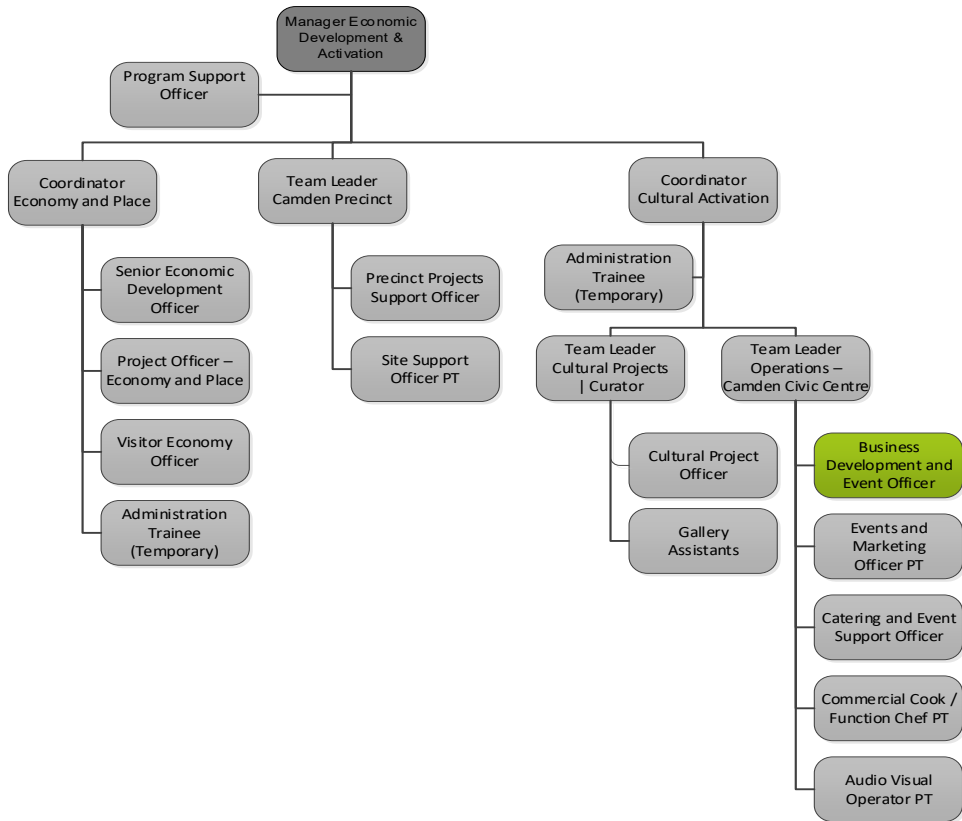


POSITION DESCRIPTION

Position Title	Business Development and Event Officer
Position Number	26204
Division/Directorate	Sport, Community & Activation
Branch	Economic, Development and Activation
Grade	Grade 13
Band and Level	Band 3 / Level 2
Special Requirements	<ul style="list-style-type: none"> • Employment screening including but not limited to, qualification check and attending a pre-employment medical. • Ability to attend events outside core business hours, including weekends.
Physical and Environmental Demands	<p>There is a requirement for physical, sensory, psychosocial and environmental demands.</p> <p>Refer to the Task Intensity Analysis (TIA) for further information.</p>
Reports To	Team Leader Operations – Camden Civic Centre
Authorities	As detailed within the Delegation Register as delegated by the General Manager
Key Direction/s	<p>Welcoming - Embracing our vibrant and diverse community</p> <p>Liveable – Strong and integrated connections between our people and our services</p> <p>Prosperous – Advancing local economic opportunities and job creation</p> <p>Leading – A successful advocate for our people and places</p>
Position Purpose	<p>This position is responsible for developing, growing and strengthening the utilisation of the Camden Civic Centre by strategically identifying and cultivating new community and commercial opportunities. The role focuses on enhancing the Centre's profile, positioning and financial sustainability while ensuring a balanced approach to inclusive community use and commercially viable events.</p> <p>The position plays a key role in driving business growth through the development and implementation of business development initiatives, building strong partnerships with internal and external stakeholders, increasing revenue generation, and supporting targeted promotion and marketing activities to maximise the Centre's economic and community outcomes.</p>

Reporting Structure



Key Results Area

- Develop Capability in Others – Engage and motivate staff and develop capability and potential in others.
- Lead Change – Support, promote and champion change, as well as assist others to engage with change.
- Customer Service – Create a customer centric service environment and reward service excellence.
- Planning & Prioritise – Plan to achieve priority outcomes and respond flexibly to changing circumstances.
- Deliver Results – Achieve results through efficient use of resources and a commitment to quality outcomes.
- Manage Self – Show drive and motivation, a measured approach, and a commitment to learning.
- Value Diversity – Show respect for diverse backgrounds, experiences, and perspectives.

Key Duties & Responsibilities

1. Increase venue utilisation, revenue and market competitiveness through targeted business development initiatives by achieving growth in bookings and revenue, implementing strategic business development initiatives with clear targets and outcomes.
2. Increase awareness, audience reach and event attraction through targeted marketing and promotional activities to support growth in enquiries and bookings by delivering accurate, compelling content for marketing campaigns and develop and maintain effective promotional collateral to strengthen the venue’s market positioning.
3. Build and maintain strategic stakeholder relationships to drive repeat business and new opportunities by maintaining effective and consistent communication to increase repeat bookings and referrals through strong relationships with key internal and external stakeholders.

4. Deliver high-quality customer service by providing timely, accurate responses to enquiries and bookings, driving client satisfaction, conversion and positive event outcomes. Increase conversion and client satisfaction through timely, accurate responses to enquiries and bookings, while supporting successful event delivery and enhancing the customer experience through clear communication, coordination, and accessible, up-to-date venue information.
5. Support the successful delivery of diverse events and programs by coordinating logistics, documentation and administration, working collaboratively with teams and suppliers, and ensuring events are well-planned, compliant and aligned to client and community needs.
6. Support financial sustainability by maintaining accurate data and reporting, benchmarking services and pricing, and contributing to continuous improvement and annual fees and charges reviews.
7. Demonstrate a strong customer focus which is accurate, responsive, timely and courteous.
8. Continuously display Council's corporate core values of Leadership, Innovation, Partnership, Commitment, Customer Focus and Safety.

WHS Responsibility

Implement, monitor and, or comply with Council's WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area.

Risk Management Responsibilities

1. To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace.
2. Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable.
3. Must be aware of operational and business risks. Particularly:
 - understand and adhere to the principles of Risk Management within their job role;
 - assist Managers and Team Leaders in identifying risks and risk treatments in their job role;
 - provide input into various risk management activities;
 - report all emerging risks, issues and incidents to their manager or appropriate officer; and
 - follow Council policies and procedures.

Records and Information Management Responsibilities

All staff must keep full and accurate records in accordance with Section 12(1) of the State Records Act 1998 and maintain legislative compliance.

Records in any format created or received must be captured into Council's business systems approved for record keeping in a timely manner ensuring compliance with Council's Policies, standards, procedures, and business rules.

Essential Criteria

1. Bachelors degree in business, marketing or a related field and/or commensurate experience in sales, account management or business development.
2. Demonstrated experience in development and delivery of large-scale events and programming with an understanding of budget, cost control, and pricing.
3. Demonstrated experience identifying new income streams and meeting sales or revenue targets.
4. High level customer service skills including a proven ability to build and maintain relationships with promoters, clients, stakeholders and internal teams.
5. High level professional communication skills, written, verbal and presentation.
6. Current drivers licence.

Desirable Criteria	
<ol style="list-style-type: none"> 1. Knowledge of the local government environment including policy framework. 2. Experience using CRM, venue management software, financial management and event management systems. 3. Experience working independently and in an agile, small and flexible team. 	
Prepared By	Manager Economic Development and Activation
Date Prepared	June 2026
<p>I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.</p> <p>I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.</p>	
Employee Name:	
Employee Signature:	
Date:	