



Australian Business Volunteers

## Position Description: Business Operations Advisor

**Position Ref: PAU011185**

**Partner organisation name:** Adelong Country Creations Inc

**Partner organisation location:** Adelong, Snowy Valleys, NSW

**Key dates:** Start ASAP

**Assignment timeframes:** Anticipated 3-4 months @ 3-5 hrs p/week (includes anticipated "slow-down" period over Dec/Jan)

**Assignment mode/location:** Online/remote.

### Purpose of the Role

Adelong Country Creations is a non-profit community business run by volunteers. Aside from commercial products, they retail arts and craft made by local community residents and local produce. Income is realised via a membership fee paid by producers who retail their products there and via a tiered sales commission system.

A range of business aspect need addressing; marketing (especially digital) to maximize its visitor attraction potential, partnerships and collaborations to increase foot traffic to its shopfront, development of a business strategy, development of good governance around decision making processes, and succession planning for the committee/board. Long-term, capacity to have a paid casual staff would be desirable to support the volunteers.

You will need to:

- Understand the context of the business: its history, the environment it operates in, complementary services it could leverage off, target market, etc.
- Conduct an overarching assessment of the business, including its business plan, business development potential, marketing, governance, income structure, operations, and human resourcing capacity, taking into account the local community's vision for this business.
- Identify areas or problems that the business needs to focus; recommend priority focus areas and what work needs to be done to address them so that ABV is able to, as part of "Stage 2", bring in targeted expertise.

### Selection Criteria:

Essential

- Broad experience in small business management and business planning
- Business decision-making governance

Desirable

- Experience in retail, tourism, marketing, governance, volunteer-based local organisations

### **Attributes of volunteers seeking to work with ABV**

- Respect for ABV staff, local communities, and their knowledge and experience
- Understanding and respect for cross-cultural contexts
- Exceptional communication skills (including interpersonal, written, verbal, non-verbal, and listening)
- Ability to read, listen to and manage community expectations and deliver accordingly
- Empathy, patience, and collaborative attitude
- Comfort in building relationships remotely (using online communication tools)
- Comfortable to trouble-shoot and manage ambiguity
- All volunteers who are traveling are required to be vaccinated against Covid-19 and must provide a Covid Certificate as proof of vaccination.

### **Prerequisites for undertaking volunteering assignments.**

- To register with ABV (if not already registered):
  - ✓ At least 5 years relevant professional experience
  - ✓ You must be an Australian citizen or Australian permanent resident residing in Australia. Australian Citizens residing overseas may be considered on a case by case basis.
  - ✓ Willingness to complete a police check and Working With Children Check if selected before commencement
  - ✓ Willingness to be interviewed and have references checked
- Once you have passed registration phase:
  - ✓ Willingness to interview for the role with ABV program staff
  - ✓ Acceptable police check and Working with Children Check before commencement
  - ✓ Sign the ABV Letter of Agreement (Code of Conduct, etc)
  - ✓ Medical check, compliance with all travel, entry and in-country requirements (where international deployment is part of the assignment)
  - ✓ All volunteers who are traveling are required to be vaccinated against Covid-19 and must provide a Covid Certificate as proof of vaccination.

### **HOW TO APPLY:**

Please submit your expression of Interest to [recruitment@abv.org.au](mailto:recruitment@abv.org.au) as soon as possible, confirming the following:

- The Role name and Assignment Number
- Confirmation that you are a registered volunteer with ABV or are willing to go through ABV's screening process to become a registered volunteer.
- If you are a Registered Volunteer - send a response to the selection criteria for the role, confirming you have relevant skills and experience.
- If you are not a Registered Volunteer – send your CV with a response to the selection criteria for the role, confirming you have relevant skills and experience.
- If there are any special considerations, we would need to make for you.

### **What will happen next?**

- ABV will review all applications as they are received
- Shortlisted candidates will be sent a Terms of Reference (ToR) document (aka Assignment Description) and asked to confirm they believe they can fulfil the role requirements.
- Candidates will be advised whether they are shortlisted for interview.

ABV is an equal opportunity employer and Aboriginal & Torres Strait Islander peoples, people from culturally & linguistically diverse (CALD) backgrounds are encouraged to apply for this position.