

# GRAMPIANS WIMMERA MALLEE TOURISM

## Position Description – Business Manager

### Organisation

**Grampians Wimmera Mallee Tourism (GWMT)** is the accredited Visitor Economy Partnership (VEP) for the Grampians (Gariwerd) and Wimmera Mallee regions. GWMT works in partnership with local government, industry and government agencies to grow a resilient, sustainable and high-performing visitor economy.

### Position Overview

**Position Title:** Business Manager

**Reports to:** Chief Executive Officer

**Employment Type:** Full-time (flexibility by agreement)

**Location:** GWMT Office / Hybrid

**Salary:** \$80,000 – \$85,000 + super, commensurate with experience

### Role Purpose

The Business Manager plays a central leadership, coordination and relationship management role across organisational operations, governance support and stakeholder partnerships. The position is responsible for ensuring effective internal systems and compliance while also leading relationship management across GWMT's key partners including partner Local Government Authorities across the Grampians and Wimmera Mallee region, tourism industry members, Local Tourism Organisations (LTOs) and key tourism marketing bodies.

This role supports the CEO in delivering strategic priorities by ensuring strong organisational capability, high-quality administration, effective governance processes and trusted external partnerships.

### Key Responsibilities

#### 1. Partnerships & Stakeholder Engagement (Core Focus)

- Develop, maintain and strengthen partnerships with regional LGAs, tourism operators, LTOs and key stakeholders
- Act as a key relationship contact point for councils, industry and strategic partners

- Coordinate regular engagement meetings, forums and updates with partners
- Coordinate collaborative initiatives, joint projects and regional priorities across the VEP footprint
- Ensure consistent communication, reporting and follow-up with stakeholders
- Support alignment of regional partners with GWMT strategic priorities and programs

## **2. Organisational Operations & Business Management**

- Oversee day-to-day organisational operations to ensure efficiency, professionalism and compliance
- Maintain internal systems, procedures, records management and document control
- Coordinate service providers, IT systems, facilities and contractors
- Monitor organisational risk, insurance, WHS and compliance obligations
- Support internal planning, reporting and workflow coordination

## **3. Executive & Strategic Support to the CEO**

- Proactively manage the CEO's diary, meetings and travel across strategic priorities and stakeholder engagement
- Prepare briefings, reports, correspondence and presentations
- Coordinate meetings, actions and follow-ups relating to CEO priorities
- Manage sensitive information with discretion and professionalism

## **4. Governance & Board Support**

- Coordinate Board and Sub-Committee meetings including agendas, papers, minutes and action tracking
- Maintain governance documentation including policies, registers and delegations
- Support compliance requirements including incorporation, reporting and audits

## **5. Financial Oversight & Administration**

- Support grant administration, acquittals and funding compliance
- Maintain accurate organisational records
- Liaise with accountants, auditors and funding bodies as required

## **6. Industry Strengthening & Program Coordination**

- Support delivery of industry strengthening initiatives, capability programs and operator engagement activities
- Coordinate logistics and delivery of industry forums, workshops, briefings and regional sessions
- Assist with development and distribution of industry resources, updates and information
- Maintain industry contact databases and stakeholder records

- Support monitoring and reporting of program participation and outcomes
- Provide coordination support to ensure initiatives align with GWMT strategic priorities and VEP objectives

## **Key Relationships**

### **Internal**

- CEO
- GWMT staff and contractors
- Board Directors and Sub-Committees

### **External**

- Partner Local Government Authorities across the region
- Tourism operators and industry partners
- Local Tourism Organisations
- State and Federal Government agencies
- Regional and national tourism bodies
- Professional service providers

## **Selection Criteria**

### **Essential**

- Demonstrated experience in a business management, stakeholder engagement, operations or executive coordination role
- Strong relationship-management capability with government and industry stakeholders
- Experience supporting governance processes, boards or executive environments
- High-level written and verbal communication skills
- Strong organisational, prioritisation and problem-solving skills
- Ability to manage multiple priorities and deadlines
- High level of professionalism, judgement and discretion
- Strong digital capability (Microsoft Office / Google Workspace)

### **Desirable**

- Experience in tourism, regional development, government or not-for-profit sectors
- Experience working across multi-stakeholder environments or partnership models
- Familiarity with grants, public funding or compliance reporting

### **Personal Attributes**

- Relationship-focused and collaborative

- Highly organised and reliable
- Confident working with senior stakeholders
- Proactive and solutions-oriented
- Calm under pressure and adaptable
- Strong alignment with GWMT's regional purpose

### **Performance Measures**

- Strength and sustainability of stakeholder relationships
- Organisational efficiency and operational standards
- Governance and compliance effectiveness
- Quality and timeliness of CEO and Board support
- Stakeholder confidence and satisfaction