



Lead Business Coach/Program Manager Business Navigator Western Downs

Position Description

Status:

Full time contract to 31 December 2025
Possibility of extension, subject to funding.

Location:

This role is based in the Business Navigator office in Chinchilla and is mobile across the Western Downs region.

Remuneration Package:

- Salary: \$110,000-120,000 (commensurate with experience) PLUS superannuation
- Tools of Trade: Laptop, mobile, fully maintained vehicle.
- Exclusive use of fully furnished 3-bedroom house in Chinchilla

Reports to:

CEO, Toowoomba and Surat Basin Enterprise (TSBE)

Direct Reports:

Business Coach x 1
Marketing Advisor x 1

About TSBE

TSBE is a business-driven not-for-profit organisation dedicated to our region's economic development. We're committed to helping local businesses succeed by providing information, opportunities, and networking through our membership options.

Our goal is to connect businesses with opportunities for sustainable growth and diversity in the region. We believe that a thriving business community contributes to the well-being of the community. By supporting socially responsible, environmentally sustainable, and community-engaged businesses, we aim to create a positive cycle of shared prosperity. Successful businesses provide jobs, boost local economies, offer valuable products and services, invest in community projects, and act as stewards of natural resources, ultimately improving regional livability. Through



ongoing engagement with stakeholders and a strong commitment to aligning economic development with long-lasting and inclusive prosperity, we strive to build resilient, fair, and thriving societies.

The Business Navigator Western Downs Program

Business Navigator Western Downs is a pro-bono business coaching and support program specifically and exclusively for small businesses based in the Western Downs region.

The program supports and enables local small businesses to grow sustainably, by building the confidence and capacity of small business owners through a mix of business advice, coaching and hands-on support.

The program is well established with an office in Chinchilla. Read more about the program at <https://www.navigatorwesterndowns.com.au/>

Business Navigator Western Downs is fully funded by Shell QCG's Social Investment Program and is delivered by Toowoomba Surat Basin Enterprise (TSBE).

The Role

As the **Lead Business Coach/Program Manager**, you will

- Execute a variety of program activities, including one-on-one coaching sessions, peer network and small group experiences, workshops and masterclasses, and online learning to help businesses to grow and scale up.
- Provide tailored advice, coaching and hands on assistance to a caseload of small business owners from a variety of industries.
- Ensure program outcomes and objectives are delivered and all reporting is completed to standard and on time.
- Maintain an open and positive relationship with the program supporter, Shell's QGC business, and local stakeholders including Western Downs Regional Council, local Chambers of Commerce and relevant regional industry organisations.
- Provide positive leadership and maintain a cohesive, psychologically safe, and enjoyable work environment.



Candidate Profile

The ideal candidate will possess the following qualities:

- A collaborative and inclusive leadership style with a willingness to share skills with, and learn from, members in the team.
- Experience in business coaching/mentoring and proven ability to teach businesses how to scale up.
- An understanding of the challenges of small to medium sized business in rural and regional Australia, whether as an owner, senior employee or consultant
- Have the ability to quickly build rapport and develop productive relationships while maintaining confidentiality and professionalism.
- Post-graduate qualifications in Business and extensive experience in Organisation Development, Marketing or Human Resources (generalist).
- Ability to work to a high standard independently and with limited guidance.

Essential

- Driver's licence.
- The right to live and work in Australia.
- Formal qualification in a business-related field (bachelor's degree minimum)
- Live in Chinchilla OR the Western Downs and Surat Basin regions and able to travel across the region on a weekly basis, with overnight and multiple-day stays as required (accommodation provided).