

Coordinator, Small Business Gateway

Position Outline

Position	Coordinator, Small Business Gateway
Work Location	Mount Isa Small Business Gateway, Mount Isa CBD (premises to be confirmed). Interim location: 23 West Street, Administration Building.
Directorate	Community Services
Section	Economic and Community Development
Reports to	Manager, Economic and Community Development (transitioning to the Board of the Gateway operating entity upon incorporation)
Annual Salary Band	\$109,803.61 – 116,545.29
Classification	Level 6, Administrative, <i>Queensland Local Government Industry (Stream A) Award – State 2017</i> and Mount Isa City Council Certified Agreement 2024
Engagement Type	Full-Time, Fixed-Term (two years, subject to continued State Government project funding)

POSITION OBJECTIVE

Help shape the future of small businesses in the North-West Queensland region. As Coordinator - Small Business Gateway, you will lead the establishment and daily operations of a vibrant regional hub designed to support small and family businesses. The Gateway will provide practical business services including coworking facilities, workshops, mentoring, digital capability programs, networking, referrals and procurement readiness support.

This role is ideal for a collaborative, outcomes-focused leader who understands regional business and wants to make a visible impact across North-West Queensland. The role ensures high-quality customer service to Gateway members, visitors and program participants, delivers a coordinated calendar of business development activities, and actively grows participation, membership and regional engagement.

Working with Council, Commerce North-West, government, industry and local businesses, you will deliver the Gateway's agreed outcomes, support funding obligations and contribute to the Mount Isa Future Ready Economy Roadmap.

POSITION REQUIREMENTS

- Strong understanding of regional Queensland business needs, barriers and growth opportunities.
- Proven experience delivering grant-funded, economic development or business support programs.
- High-level communication, customer service, facilitation, negotiation and stakeholder engagement skills.
- Demonstrated ability to manage budgets, milestones, data and compliance reporting.
- Experience leading people and delivering outcomes in a business, government or regional development environment.
- Sound digital capability, including Microsoft Office and relevant CRM, booking, website, social media and digital marketing tools.

- Demonstrated ability to work respectfully with diverse communities, including Aboriginal and Torres Strait Islander businesses and community members.
- Current Queensland Driver's Licence, or ability to obtain before commencement.

Desirable

- Established North-West Queensland business, resources or industry networks.
- There are no mandatory qualifications or requirements for this position. However, Council values the enhanced work performance which may be gained from the expanded knowledge base and skills acquired during formal tertiary training and encourage both existing and potential staff to participate in lifelong learning.

KEY RESPONSIBILITIES

This position is responsible for the following areas and includes but is not limited to:

- **Gateway Operations & Member Services:** Establish and manage daily operations, member services, facilities and agreed project milestones.
- **Business Support Programs & Events:** Coordinate workshops, mentoring, training, referrals and digital capability initiatives while also connecting local businesses with procurement, supply chain, funding and industry development opportunities.
- **Partnerships & Regional Engagement:** Work with Council, Commerce North-West, government, industry and community partners to drive participation and regional outcomes.
- **Marketing & Communication:** Support Gateway marketing and communications through updates, social media content, and promotional materials.
- **Governance, Reporting & Compliance:** Manage budgets, records, data, risks, compliance and funding reports.
- **Leadership & Representation:** Supervise staff, support communications and represent Gateways at events and forums.

This role may require out-of-office hours on evenings and/or weekends work, including travelling across North-West Queensland. Council reserves the right to change these duties at any time. Employees will be remunerated in accordance with relevant awards and certified agreement.

KEY PERFORMANCE INDICATORS

- Gateway operated in line with funding milestones and service standards.
- Growth in business engagement, membership, participation and event targets achieved.
- Improved business capability, digital readiness, procurement readiness and diversification outcomes.
- High-quality reporting, budget management and compliance delivered consistently.
- Strong partnerships and regional networks actively maintained and leveraged.
- Positive business and community satisfaction through active engagement opportunities including quarterly business networking and resourcing events.

WORK HEALTH AND SAFETY

All employees of Council have an obligation to comply with Work Health and Safety legislation including Council's Work Health policies, procedures, and work instructions.

WHAT'S IN IT FOR YOU?

When joining Mount Isa City Council, you are provided with pathways and opportunities to grow and achieve your potential. Eligible employees can access our Employee Assistance Program, elect to join our free Immunisation Program, and enjoy sporting reimbursement opportunities. Full-time employees receive 5 weeks annual leave (pro-rata to part-time employees, *not applicable to casual employment*) to enjoy time outside the workplace!

MOUNT ISA CITY COUNCIL VALUES

We consider our values vital in how we serve our community. Mount Isa City Council's values are Integrity, Service and Accountability.

INTEGRITY

SERVICE

ACCOUNTABILITY

HOW TO APPLY

What to include in your application:

To assess your suitability, please provide the following information:

- Write a maximum of 2 pages on how your experience, abilities, knowledge and personal qualities meet the position requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years.
- Please contact the nominated person on the Role Description if you require any reasonable adjustments throughout this recruitment process.

Submitting your application:

- Submit online at: <https://www.mountisa.qld.gov.au/City-Council/Careers/Current-Opportunities>; or
- Email Human Resources on hr@mountisa.qld.gov.au
- Please contact the nominated person on the Role Description if you require any reasonable
- *Both word and PDF are accepted file formats.*

Please note that:

- Council undertakes a range of checks and assessment methods to assist in selection, including criminal history checks, pre-employment medical etc.
- Mount Isa City Council is an Equal Employment Opportunity employer. Council strongly encourages all suitable applicants to apply for this role.
- ***Applicants must be eligible to live and work within Australia.***
- We are committed to building inclusive cultures in the Queensland public sector that respect and promote [human rights](#) and [diversity](#).
- All workers of Council are responsible for the wellbeing, physical, emotional and cultural safety of the children and young people who receive our services.
- All workers are expected to act in accordance with the Child Safe Organisations Act 2024, including the Child Safe Standards and Universal Principle in their physical and online interactions with children and young people, including outside the course of their work for the Council.
- All workers are subject to the Reportable Conduct Scheme and its obligations as per the Child Safe Organisations Act 2024. Learn more about our commitment to being a Child Safe Organisation on our website.



Creation Date	24 August 2026
Review Date	24 August 2028
Contact	Manager - People, Culture and Safety
Closing date	1 November 2026