

Position Description: Business Advisor

Title	Business Advisor
Reports To	RBP Lead
Location	57 Kilmore Street, Christchurch
Date Completed	June 2026
Internal Customers	Chief Executive, General Manager, Finance Team, Business Services Team; Christchurch NZ, Enterprise North Canterbury, South Canterbury Chamber
External Customers	Funder: MBIE; Businesses (both Business Canterbury members and non-members)
Internal Relationships	Partnerships Team, Memberships Team, Marketing Team, Communications Team, Events and Training Team, Executive Assistant, Customer Experience Team
External Relationships	Regional Business Partner Contractors, Regional/Business Partner Service Providers
Direct Reports	None

Purpose of Business Advisor Position

Background

The RBP programme is delivered by Business Canterbury via a joint venture with ChristchurchNZ, and in association with the South Canterbury Chamber of Commerce and Enterprise North Canterbury. The funder is the Ministry of Business Innovation and Employment. Key components of this delivery include assessing businesses and provision of services to meet their identified needs including provision of grants, connection with mentors and referrals to other agencies and organisations.

Position Objectives

Assessing businesses and provision of services to meet their identified needs including provision of grants, connection with mentors and referrals to other agencies and organisations, while meeting the contractual KPI's of the RBP programme.

The Role will include the Following Areas of Responsibility

- Contract obligations and delivery
- Client engagement, screening and assessment
- Funding requests and grant schemes delivery
- Business support services
- Provide support to other Regional Business Partner organisations
- Promotional services

Key Areas of Responsibility

You are responsible for delivering on the following key accountabilities for this role. Key performance indicators (KPI's) are determined by the Regional Business Partner Programme agreement (see Schedule 2). KPIs particular to Business Canterbury will be discussed with you and agreed.

Contract Obligations and Delivery

- Deliver the RBP programme ensuring contractual obligations and KPIs are met.
- Define and manage client relationships and engagement.
- Record engagement in the Innovation Services CRM, the portal or other workflow management systems including those used by Business Canterbury
- Facilitate customer access to Grants, Capability Vouchers, Business Mentors NZ, Innovation Services products and programmes, and other local services.
- Refer customers to Innovation Services experts, nominated Business Advisors, MBIE as appropriate including to R&D funding, and Innovation Services support programmes.
- From time-to-time conduct follow-up interviews with, and provide reports on clients (or samples of clients) to assess the long-term sustainable value of the programme.
- Meet partner obligations around reporting, pipeline, ongoing training, and programme promotion.
- Report/respond to MBIE as necessary.
- Provide back-up services to others within the RBP team in Business Canterbury and across the region to assist in the delivery of the RBP programme including the MBIE capability component of the programme.

Client Engagement, Screening and Assessment

- Undertake screening of potential clients/businesses including:
 - Ensuring they fit within RBP guidelines, including determining the company's potential and desire for growth and innovation and opportunities and challenges that may be barriers to growth and innovation.
 - Identifying needs, gaps, and potential engagement options
 - Registration on the RBP website
- Develop engagement plans including referrals as appropriate.
- Assess the appropriateness of each business enquiry and the opportunity to provide Innovation Services products, funding support to develop the client/businesses research and development skills and capability.
- Referral and engagement with other parts of the RBP Programme and/or MBIE capability assessments
- Assist with connecting RBP Programme and Innovation Services and programmes to Māori businesses.
- Respond to RBP enquiries in a timely way.

Innovation Services specific

- Manage a portfolio – a balance of prospects and managed customers ensuring the customer is actively engaging with an Innovation Service product.
- Meet the Innovation Service KPI's with respect to facilitating Innovation Service senior management and executive meetings.
- Advise applicants on an appropriate mix of RBP support and other support based on identified needs.
- Monitor and manage the investment process through the Innovation Services information management systems to maturation of contract.

Business Support Services

- Keep abreast of local, regional, MBIE/Innovation Services and Business Mentors NZ programmes and services.
- Keep up to date with continuous improvement and evolving Innovation Services and RBP management systems.
- Identify organisations or individuals that have potential to become Management Capability Development Fund Service Providers or Business Mentors NZ Mentors.

Key Areas of Responsibility

Support to Other Regional Business Partner Organisations

- Provide back up and support services to other RBP organisations.
- Peer reviews.

Promotional Services

- Actively promote the role and functions of the RBP Network and represent the programme through networks and business events.
- Build collaborative relationships with government and non-government organisations in offering business assistance services and programmes.

General

- Any other duties that may arise as the position develops.
- Promote and actively encourage membership growth through identifying and actioning membership acquisition and retention opportunities.
- Actively participate in:
 - Team meetings
 - Annual business planning process
 - Staff engagement surveys
 - Professional development
 - Identifying and acting on opportunities that support our strategy
- Operate within the agreed Strategy/Operational Business Plan and Budget

Corporate Responsibility

- Create and maintain information and appropriate Business Canterbury management systems.
- Promote a positive and professional image of Business Canterbury at all times.
- Represent the Business Canterbury as appropriate.
- Engage in appropriate stakeholder liaison.
- Understand and implement Business Canterbury values **of Lead the Change and the Charge; Be the Best Business Partner; Fiercely Focussed on what's best for our Customers; Commercially Driven for impact and Authenticity matters.**

Our Customers

- Ensure you understand and adhere to all Business Canterbury Policies including the Business Canterbury Health and Safety Policy, which involves actively contributing towards Business Canterbury's commitment to the safety and wellbeing of our fellow staff and our members at all times.
- This role involves regular contact with the public which creates an increased likelihood of infection from transmissible illnesses. Therefore, risk mitigation under our health & safety policy strongly recommends vaccination (against influenza and COVID) to maintain safety.

Key Competencies/Knowledge/Skills and Experience

	Required	Desirable
5-10 years of demonstrated and proven experience in business management (Consultant, advisor, business owner, senior business officer)	✓	
Analysing business capability and research and development (R&D) needs of companies with the ability to offer solutions or advice to help clients grow their businesses	✓	
Proven ability to demonstrate a 'client focused' attitude and build rapport with business people	✓	
Experience with the development and delivery of business support services and the ability to make valuable connections between businesses.	✓	
Strong Commercial Acumen	✓	
Knowledge of the local and regional economy	✓	
Knowledge of how businesses operate, the issues faced by companies seeking to build capability and the services available to help them innovate and grow	✓	
Previous experience in meeting contractual obligations	✓	
Strong focus on customer experience	✓	
Strong commercial business acumen	✓	
Excellent communication and listening skills with ability to relate to people across levels and with different skills and attributes	✓	
Ability analyse and filter pertinent information from a wide range of data	✓	
Ability to pull together ideas, issues and observations into a single concept or clear presentation	✓	
Ability to problem solve and offer solutions	✓	
Ability to use good judgement and a range of professional techniques to work towards mutually beneficial outcomes	✓	
Ability to assess a business across several parameters, develop and communicate accurate verbal and written prioritised plans of action	✓	
Intermediate to expert technical skills – database input and data extraction, Microsoft Suite	✓	
Strong teamwork and team communication	✓	

Personal Attributes

Personal Attributes	Characterised by
Customer Focus	<ul style="list-style-type: none"> Committed to providing the best possible customer experience
Curiosity	<ul style="list-style-type: none"> Taking the time to understand the customer and their needs, asking the right questions, being willing and open to new perspectives and ideas, curious to find the right solutions.
Strong relationships	<ul style="list-style-type: none"> Becoming the trusted partner of individuals and businesses,
Self-Directed/Self starter	<ul style="list-style-type: none"> Able to work autonomously. Motivated to meet customer expectations
Collaborative	<ul style="list-style-type: none"> Able to work alongside customers to build their businesses, work within the Business Canterbury team to meet contractual obligations
Resilient	<ul style="list-style-type: none"> Adaptable to change – able to re-evaluate and change direction as needed, given the dynamic nature of the business environment.

Personal Attributes

Results-orientated	<ul style="list-style-type: none">• Passionate about providing strong support for businesses to succeed, ensuring the solution is the right one for the customer.• Strong attention to detail• Highly organised
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