

Small Business Program Manager

Located: Brisbane, Toowoomba, Sunshine Coast or Gold Coast

Permanent full time

Remote/work-from-home available

The organisation

Business & Rural Solutions Limited (BRS) is a leading not-for-profit organisation providing services that empower rural and small businesses and their communities. Key programs that we deliver include the Rural Financial Counselling Service (RFCS), Farm Business Resilience Planning, and the Small Business Support Network (SBSN) across Southern Queensland. These programs are funded by the Australian Government and Queensland Government.

With offices based across our Southern Queensland service region and a team of more than 50 staff, we believe in having our people embedded in the communities we support. BRS has received consecutive funding to deliver the RFCS since October 2006 and has delivered the Queensland Government Small Business Financial Counselling Service since early 2020.

See our websites for further information about the services we deliver:

- BRS www.brs.org.au
- RFCS Southern Queensland www.rfcssq.org.au
- SBFCSS Southern Queensland www.sbfcssq.org.au
- Rural Solutions Queensland www.rsq.org.au

Role overview

The Small Business Program Manager (SB Manager) is a senior leadership role within BRS, responsible for leading the service delivery teams to deliver the SBSN in accordance with funding agreement, funding schedule, client engagement and case management framework, reporting framework and associated program requirements. Reporting directly to the CEO, the SB Manager is responsible for the delivery of the SBSN across Southern Queensland.

Following completion of a recent tender process with the Queensland Government, BRS remains engaged to deliver the Small Business Financial Counselling and Business Wellness Coaching programs across Southern Queensland, as well as an expanded service offering for Hardship Prevention Support. The SB Manager is responsible for leading the following teams/processes:

- Client Intake
- Small Business Financial Counselling Teams (circa 12 staff)
- Business Wellness Coaching Team (circa 3 staff)
- Hardship Prevention Support Events.

The focus of the role is to provide both people and program leadership to ensure that BRS meets the requirements of the program owner for delivery of the SBSN. The SB Manager shall be supported by Program/Regional Coordinators (Team Leaders) and shall work collaboratively with the BRS Leadership Team.

In a summary, the role is centred in people and operational leadership, bringing to life the support services available to small business operators in metropolitan, rural, regional and remote Southern Queensland and ensuring proactive and appropriate service delivery.

As a Government-funded service delivery provider, BRS is guided by our values of respect, innovation, integrity, confidentiality, professionalism and advocacy. We believe in finding the right person who is the right fit for our team, located within Southern Queensland. Travel is required in the role and work from home is available if we do not maintain an office in the location.

Role specifics

In more detail, the SB Manager role provides the following:

- Work collaboratively with the BRS CEO and Leadership Team to lead the frontline delivery of the SBSN across Southern Queensland, in accordance with the funding contract. This includes:
 - managing client intake processes
 - managing the oversight and delivery of all aspects of the SBSN
 - leading the frontline service delivery teams for the SBSN.
- Development and implementation of annual operating plans (including outreach, stakeholder engagement and event activities) for the SBSN across Southern Queensland.
- Strong technical skills and understanding of small business financial counselling, business wellness coaching and hardship prevention support.
- Well-developed people leadership skills, capable of building authentic relationships with direct reports, indirect reports and colleagues that ensure program outcomes are met whilst maintaining BRS culture and employee safety.
- Strong stakeholder engagement and relationship management skills, ensuring that positive relationships are maintained with the program owners, key stakeholders and referral partners.
- Ensure the SBSN is delivered in accordance with relevant legislation and quality standards, promoting a culture of transparency and continuous improvement.

Technical requirements, experience and qualifications

To be successful in the role, the SBSN Manager shall possess skills, experience and qualifications in the following areas.

Required

- Authentic, hands-on, can-do approach to work demands and engagement with colleagues and stakeholders.
- A collaborative mindset with the ability to manage competing priorities and work to deadlines.
- Prior experience in a Government-funded service delivery environment (preferably Queensland Government or Australian Government).
- Direct small business experience, knowledge and understanding.

- Demonstrated experience in the delivery of small business financial counselling and/or early intervention wellbeing coaching programs.
- Professional supervisor accreditation (current or able to reinstate).
- Develop, maintain and continuously improve the SBSN Client Engagement and Case Management Framework.
- Build and maintain processes to deliver efficient and effective systems, data integrity and plan for future needs.
- Work collaboratively with the Programs Officer to implement and maintain the monitoring, evaluation and reporting framework for the SBSN.
- Work collaboratively with the CEO and Operations Team for day-to-day smooth running of the SBSN and BRS.
- Manage operational HR requirements, including recruitment, induction, performance management, leadership and off boarding of SBSN staff.
- Work collaboratively with the Finance Administrator to ensure the SBSN is operating within budget.
- Work collaboratively with the Marketing & Communications Manager to develop and deliver communications activities to raise awareness and client uptake of SBSN services.
- Support program evaluation and audit activities (as required).
- Provide natural disaster/crisis response and outreach activities.

Beneficial

- Existing knowledge of the Rural and/or Small Business Financial Counselling Services in Queensland.
- Team leadership experience.
- Not-for-profit experience/understanding.

Remuneration

Base salary of \$135,000 plus superannuation. As a not-for-profit, all employees have access to salary sacrificing of up to \$18,550 p.a. including rent and living expenses via [AccessPay](#). Portable Long Service Leave contributions are paid to [QLeave](#).

Employees receive four weeks annual recreation leave, plus four additional days (one per quarter) of professional, health and development leave (PHD leave).

To apply

Please submit your resume and cover letter outlining your suitability for the role to info@brs.org.au **8am Friday 24 April 2026** or contact our team on 07 4622 5500 for further information.

Note: Applicants who are shortlisted for interview shall be required to complete selection criteria prior to the interview.

Following completion of an interview process, the successful candidate shall be required to undergo a CV check, a criminal history check and may be requested to complete a medical check.

