

# Be a Part of Mildura City Heart

join



All you need to know about becoming a  
Director on the Mildura City Heart Board



# Mildura City Heart is seeking nominations for traders and community members to join its Board of Directors.

The voluntary Director positions play a vital and active role in developing Mildura City Heart as a prosperous and inviting central business district for traders, visitors and the local community.



## Our Board



**Jacqui Tilley**  
Chair



**Jay Telford**  
Deputy Chair,  
Governance and Finance  
Committee



**Cassi Circosta**  
Treasurer,  
Governance and Finance  
Committee



**Briony Bridgett**  
Director,  
Marketing Committee



**Raelene Shields**  
Director,  
Marketing Committee



**Katerina Stephens**  
Director



**Riley Toms**  
Director

# Who is Mildura City Heart?

Mildura City Heart is the incorporated body representing more than 300 member traders in the CBD, and is the heart of business and community activity in Mildura.

The precinct is a vibrant service and retail hub, offering a relaxed village atmosphere for people to live, work, visit and shop.

Mildura City Heart's mission is to build an activated central business district, with immersive and relaxed experiences for visitors.

Find out more about your current Mildura City Heart Directors at:

[milduracityheart.com.au/governance-board/](http://milduracityheart.com.au/governance-board/)

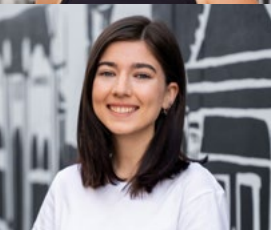
## Our Staff



**Danielle Hobbs**  
Managing Director



**Amy Mann**  
Administration Assistant



**Chelsea Dichiera**  
Administration Assistant







## Our Purpose and What We Do

Mildura City Heart works for its member traders in the name of encouraging economic prosperity for businesses in the CBD.

Mildura City Heart is guided by its Strategic Plan to add value to the trader and visitor experience by activating the precinct to create a vibrant atmosphere in the heart of Mildura.

The management office works to develop the district for locals and visitors, coordinating a calendar of events and promotions proven to increase visitation to the precinct.

## Our Vision

The Heart of Mildura's business and community

## Our Purpose

Adding value to the Mildura City Heart trader and visitor experience.

## Our Priorities

### 01 Activation

We will engage in projects with our stakeholders that boost economic, social and cultural growth, and stimulate visitation to Mildura's City Heart all year round.

### 02 Advocacy

By listening to our stakeholders Mildura City Heart will be well placed to effectively advocate on their behalf.

### 03 Communication

Mildura City Heart's stakeholders will be kept informed and encouraged to participate through timely and engaging communications.

### 04 Performance

Strong governance and sustainable business operations will ensure long-term viability and growth of Mildura City Heart.

### 05 Value Add

By engaging in collective activities, we will add value for Mildura City Heart's traders and visitors making it a first-choice destination.

For more details find the 2025-2030 Strategic at: [milduracityheart.com.au/governance-board/](https://milduracityheart.com.au/governance-board/)





## How We Operate

**All of Mildura City Heart's work is funded through the Mildura City Heart Special Rate, levied on business properties via Mildura Rural City Council's annual rate notices.**

When businesses are levied with the Special Rate, they are members. Whether you rent or own your premises, you can apply to be on the Mildura City Heart Board of Directors and vote at our AGM.

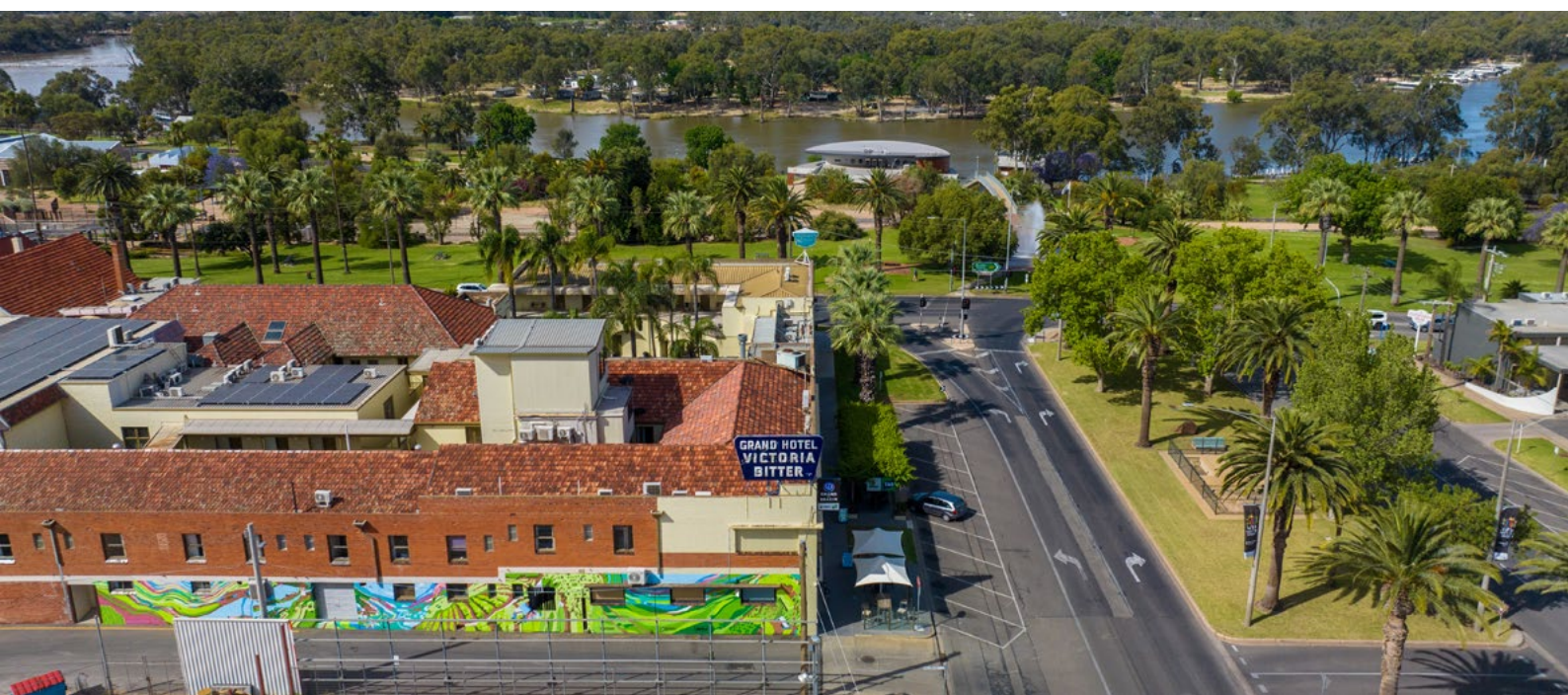
Mildura City Heart is governed by an elected board of Directors, comprising of traders, landlords and community members.

Directors bring a range of knowledge, skills and experience to their role, and are responsible for representing member traders and overseeing the operations of Mildura City Heart.

Board meetings are held once a month, while the annual general meeting is held each October.

For more details on the Mildura City Heart Special Rate

[mildura.vic.gov.au/Council/Rates-and-valuations/How-rates-are-calculated](https://mildura.vic.gov.au/Council/Rates-and-valuations/How-rates-are-calculated)





# Who We're Looking For

**Our Directors are elected for two-year tenures and are expected to take an active role overseeing and guiding Mildura City Heart's operations in carrying out its Strategic Plan, including:**

- Attend monthly board meetings, AGMs and sub-committee meetings as negotiated, contributing positively and productively and encouraging open and honest discussion
- Ensure sufficient time is dedicated and all board material read prior to meetings
- Contribute to strategic planning
- Set, approve and monitor financial budgets and approve financial reports
- Approve and monitor board policies and procedures
- Maintain confidentiality regarding board discussions
- Publicly support decisions made by the board
- Be accountable for the overall performance of the organisation
- Make ethical, well-informed decisions
- Be proactive and solution-focused
- Be responsible for the Managing Director's employment, performance reviews and contractual arrangements
- Declare any conflicts between private / personal business interests and their obligations and duties to the Mildura City Heart Board
- Provide assistance to Mildura City Heart events, where possible







## **A Mutually Beneficial Partnership**

**Directors bring a range of skills, knowledge and ideas to Mildura City Heart, and in return are guided in their role to achieve the best outcomes for member traders and the community.**

Serving on the board brings a range of benefits for Directors, who will have opportunities for networking, building connections, and to further add to their skills and knowledge through professional development training and experience in the governance of the organisation.

In addition to this, Directors have the opportunity to make decisions on behalf of their fellow traders and share their ideas for the future of Mildura City Heart.



# Board Director Position Description

The Director position is for a period of two years on notification of successful application, commencing from the AGM usually held on the second Tuesday of October each year.

This is a voluntary position on the Board of Directors for Mildura City Heart Inc, which is responsible for the marketing, promotion and advocacy of the Mildura City Heart precinct.

**The Board consists of seven (7) Directors and can be a mix of:**

- Traders or landlords from within the Mildura City Heart boundary, please refer to map
- Members from the broader community - including professional and business operators and community members.

Mildura City Heart Inc's ordinary board meetings will be held at the Mildura City Heart office each month.

The board will elect a Chair, Deputy Chair and Treasurer. All Directors and the Managing Director of Mildura City Heart Inc report to the Board Chair.





# Selection Criteria

The Mildura City Heart Board of Directors is looking for people with:

- Excellent leadership skills and ability to work as part of a team
- An understanding of strategic planning
- A good understanding of corporate governance, and/or a willingness to participate in annual corporate governance training
- An ability to set and monitor budgets
- Strong and ethical decision-making ability
- An ability to build and maintain relationships with traders in Mildura City Heart
- Specific skills that will be favourable include business leadership, finance, retail development, and small business management. However, applications are welcome from any person with interest in the marketing and promotion of the CBD.

## Skills Matrix

- Administration
- Asset Management
- Accounting
- Chairing
- Contract Management
- Customer Relations
- Corrective and Preventative
- Document Management
- Design and Development
- Event Organisation
- Financial Management
- Fundraising
- Governance
- Human Resources
- Internal Audit
- Legal
- Management
- Media
- Minute Taking
- Monitor and Measure
- Motivation and Empowerment
- Networking and Community Involvement
- Policy Making
- Promotion and Marketing
- Purchasing
- Real Estate
- Root Cause Problem Solving
- Sales
- Safety Awareness/Risk Management
- Strategic and Operational Management
- Supervision
- Time Management
- Working Effectively with Others



# Apply Now

If this sounds like you, complete the steps under Application and deliver via email to:

[marketing@milduracityheart.com.au](mailto:marketing@milduracityheart.com.au)  
or to 63a Langtree Mall, Mildura.

If you are interested but have a few more questions for current directors or management, or wish to see the Directors Induction Manual, contact the Mildura City Heart office on (03) 5023 8010 or email [admin@milduracityheart.com.au](mailto:admin@milduracityheart.com.au)



## Boundaries of the Mildura City Heart Precinct





# Applications

Expressions of interest for Directors' positions must be made in writing and address/include:

A cover letter addressing

- The position being sought is that of a trader/landlord of Mildura City Heart OR as a community member
- The selection criteria
- Relevant experience relating to the responsibilities of a director position and the skills matrix

A copy of your résumé

**Applications should be submitted via email to**

marketing@milduracityheart.com.au or delivered/posted to Managing Director, Mildura City Heart Inc, 63a Langtree Mall, Mildura Vic 3500.

Applications will be accepted until 4pm on Tuesday, two weeks prior to the advertised AGM meeting date.

All applications will be kept confidential.

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## For committee use ONLY

How did MCH connect with the applicant:

- Recommendation by a current Board member
- Recommendation by Staff member
- External/Public Advertisement
- Other \_\_\_\_\_





[milduracityheart.com.au](http://milduracityheart.com.au)