

CS44 Owner-Operator / Business Proprietor / Workshop Owner / Studio Director

1. Job role

TCF sub-sector	Cross sector
Job role	CS44 Owner-Operator / Business Proprietor / Workshop Owner / Studio Director
Job role description	Provides strategic, operational and commercial leadership of a TCF enterprise. Responsible for financial performance, quoting systems, production oversight, customer relationships, business development, workforce capability and regulatory compliance. In micro and small businesses, also performs technical work related to the core activities of the enterprise.
Performance expectations	• Maintain sustainable profitability and cash flow • Deliver consistent high-quality production, processing or service outcomes related to the core activities of the business • Ensure accurate quoting and transparent pricing • Maintain customer satisfaction and loyalty • Comply with WHS and consumer protection obligations • Build strong local reputation and partnerships
Specialisation	• Micro-business owner-operator (integrated technical and business role) • Multi-site franchise proprietor • Retail-embedded alteration service operator
Application in other TCF sectors	Transferable to all TCF sectors including leather goods manufacture, tailoring studios, footwear and clothing repair services and other craft-based small manufacturing enterprises.

2. Key tasks and critical work functions

Key tasks	• Develop and implement business strategy and pricing models • Oversee quoting and work scoping processes • Manage production workflow and turnaround times • Supervise and train staff where applicable • Manage supplier relationships and materials procurement • Maintain financial records and budgeting systems • Ensure WHS and regulatory compliance • Manage customer engagement and dispute resolution
Critical work functions	• Balancing technical quality with commercial viability • Managing financial risk and seasonal demand variation • Maintaining consistent service standards • Ensuring regulatory compliance and safe work practices • Protecting brand reputation and community trust

	- Integrating technical expertise with business leadership - Adapting to changing consumer demand patterns
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3. Technical skills

Financial management	Budgeting, cash flow forecasting and pricing strategies.
Quoting and estimation	Accurate technical assessment and pricing of repairs.
Production workflow management	Scheduling and quality oversight.
TCF sector knowledge	Understanding of product / service characteristics, materials, production/processing systems, sector networks, and industry trends
Customer relationship management	Managing repeat business and complaint resolution.
Regulatory compliance	WHS and consumer law compliance.
Digital POS and booking systems*	Use of digital booking and payment systems.
B-B management	Managing relationships with suppliers and customers.

*Technical skills identified as emerging skills in TCF industry.

4. Generic Skills

Leadership	Provide direction and accountability.
Communication	Engage effectively with customers and staff.
Problem solving	Resolve technical and commercial challenges.
Initiative	Identify growth and diversification opportunities.
Time management	Balance administration and production duties.
Customer orientation	Maintain high service standards.

5. Emerging skills

Emerging skills	- Circular economy advocacy and sustainability practices - Digital marketing and online booking systems - Data-driven pricing and demand forecasting - Social media brand management - Partnership development with retailers and boutiques - Sustainability and circular economy impacts on relevant TCF sector
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6. VET Qualifications and Skill Sets

Entry-level preparation	BSB40320 Certificate IV in Entrepreneurship and New Business or equivalent
Advanced development	BSB50120 Diploma of Business or equivalent

7. Job progression

Possible job progression	TCF Technician in relevant sector → Senior Specialist in relevant sector → Owner-Operator / Business Proprietor → Multi-site Franchise Operator
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8. Classification

Australian Qualifications Framework	AQF Level 4-5 (enterprise dependent)
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 1 - Managers
Open Source Classification of Occupations for Australia (OSCA)	Small Business Owner / Retail or Service Enterprise Manager



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