

Business Manager (BM)

Role Overview (R100)



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| Position Title: | Business Manager |
| Business Unit: | Employment Services |
| Position Location: | All Locations |
| Position Reports To: | Regional Manager |
| Direct Reports: | Team Leader, Job Placement Consultant, Community Activity Officer, Community Activity Supervisor, Employer Relationship Manager, TTW Consultant, Administration Staff |
| Award Classification: | Manager Grade Two (2) |

Joblink Plus is an equal employment opportunity employer (EEO) and applications are encouraged from candidates of culturally and linguistically diverse backgrounds and Indigenous Australians.

Joblink Plus employees show understanding and empathy for people from culturally diverse and disadvantaged backgrounds.

The Joblink Plus purpose is to believe in and support all people, connecting them to the dignity and fulfillment made possible through education and meaningful work

Purpose of the position:

Managing multiple sites you will mentor, manage and develop staff to ensure a collaborative workforce that provides for valued service delivery for Job seekers and employers. Managing daily operations, staff allocation of duties, site budgets and ensure the meeting of performance targets by driving individual accountability.

Position Duties and Responsibilities:

1. Manage, support and assist staff to provide professional services to clients and participants to achieve objectives.
2. Monitor participation and attendance of clients in all programs.
3. Supervise accurate and timely distribution of funding for clients, ensuring all relevant documentation is complete and maintained.
4. Oversee completion of contractual claims ensuring timely, quality and consistent organisational outcomes.
5. Ensure accurate and timely data entry and maintain systems as per requirements.
6. Assess local and regional market conditions, identify value-add products, services and business opportunities that support placements and outcomes.
7. Drive business development and employer/industry relationships to establish placement opportunities and achieve client employment outcomes.
8. Oversee staff liaison with regional support services, local education and community project networks, ensuring referral options are identified and maintained.
9. Motivate, support and drive team to meet operational targets and KPIs.
10. Supervise post-placement support activities and manage issues to solution.

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11. Manage, motivate and encourage a team environment focussed on continuous performance improvement and career development.
12. Maintain effective communication between staff and other business units.
13. Conduct individual and team meetings with staff with a focus on positive communication and proactive feedback.
14. Manage site/s budget including administration of profits and loss, accounts, purchasing and asset management, ensuring compliance, documentation and reporting accuracy.
15. Address and manage client and employee satisfaction issues promptly, investigate and document appropriately.
16. Manage staff improvement and disciplinary processes, seeking guidance from Management or human resources as required.
17. Participate in the recruitment, selection and termination process of staff.
18. Coordinate on-boarding and training requirements for all new staff, engaging with internal business units and their representatives as required.
19. Delegate tasks and distribute information to staff as appropriate.

General Accountabilities:

1. Demonstrate the Joblink Plus Purpose and Principles.
2. Conduct duties in accordance with Joblink Plus policies, procedures and guidelines.
3. Demonstrate empathy and adequate cultural competence when dealing with people from diverse and disadvantaged backgrounds.
4. Minimise the company's exposure to risk.
5. Ensure consistent delivery of the highest level of customer service.
6. Deliver agreed outcomes, on time and in accordance with best practice principles.
7. Develop an organisation environment that values and rewards integrity, trust and innovation.
8. Promote and implement the principles and practices of Equal Employment Opportunity (EEO) and Workplace Health & Safety (WH&S).
9. Promote and implement the principles of personal accountability with relation to discrimination in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours and actions.
10. Apply continuous improvement principles and practices to all aspects of operation.
11. Maintain confidentiality in all Joblink Plus operations.
12. Develop and maintain solid working relationships with your Manager, team and stakeholders.
13. Conduct all relevant administrative functions in a timely and accurate manner.
14. Perform other duties as directed (within the skill range of the employee).

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Essential Competencies

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| Skills | Leadership and management, able to coach and mentor others Staff development and coordination Business development, marketing & networking capability Written and verbal communication, able to build rapport and sustain working relationships with staff at all levels and all people from a range of cultural and linguistic backgrounds Time management, able to multitask and meet strict deadlines Research & analysis Problem solving & logical thinking Sound judgement, confident & informed decision making Administration, reporting, computer applications, MS Office Suite |
| Behavioural | Resilience Leadership Organised Integrity Teamwork Professional Initiative Autonomy Innovation Adaptability Drive Flexibility |
| Knowledge | Barriers affecting clients Reporting, financial and compliance practices Local labour market and support services Privacy and confidentiality principles |
| Experience | Minimum two (2) years management experience Working towards/driving KPIs and/or targets |
| Licences | Current Australian Class C drivers licence |

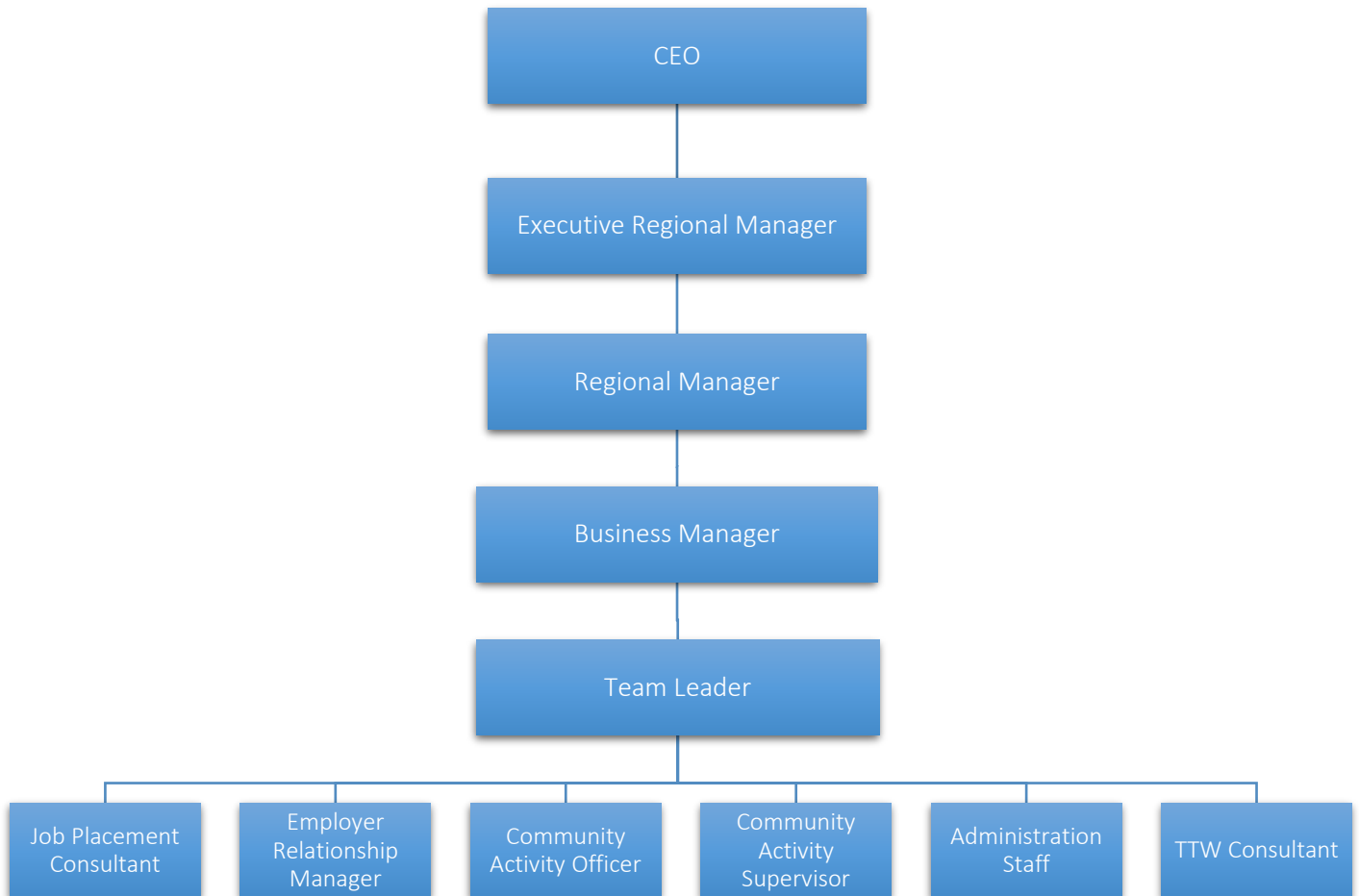
Desirable Attributes

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| Qualifications | Certificate IV Frontline Management Certificate IV Human Resources Employment or community services |
| Experience | Employment Services |

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Organisational Structure



Acknowledgement:

I acknowledge that I have read and discussed this position description and understand my role, duties and responsibilities.

Name

Signature

Date