

# POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Program Manager - SCOW
<b>LOCATION:</b>	Upper Mount Gravatt
<b>REPORTING TO:</b>	National Manager – Employment and Programs
<b>DEPARTMENT:</b>	Skills Checkpoint for Older Workers

## PURPOSE STATEMENT

The primary purpose of the role is to provide strong leadership, support and direction to the Career Advisors within the Skills Checkpoint for Older Workers program. You will work closely with your team to realise the weekly Departmental targets, provide strategy and solutions to achieve these numbers, develop and analyze reports to ensure we are continually improving as well as undertaking business development and marketing activity to promote our program within the footprints that we deliver.

## OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

## OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

## OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

## REPORTING

This position reports to the National Manager – Employment and Programs

## PRIMARY DUTIES

- Ensure that the work of the SCOW team is planned and coordinated in a way to maximise both resource efficiency and achievement of KPI's each month
- Develop quarterly plans for resource allocation across programs to ensure the above is met
- Lead a culture of excellence and high performance by:

- ensuring that non-conformance (e.g. failing to meet KPI's, incorrect responses or advice, processing errors etc.) and customer complaints are documented, corrected and prevented from recurrence
- leading by example and providing structure, consistent messaging as well as strong and effective leadership at all times
- Devising, monitoring and measuring all reports from the CRM that identify areas for continuous performance improvement
- Undertake business development and marketing activities to promote the brand of BUSY within our footprints, as well as attracting key stakeholders that will bring business to the program
- Ensure all requirements of the contract are met across performance, process, Departmental reporting, stakeholder communication, safety etc.
- Recruit staff and ensure the training, mentoring and performance management of staff as required, in order to meet contractual requirements
- Monitor, co-ordinate and review daily workloads of Career Advisors, taking into consideration individual team member's outstanding workloads and ensuring that BUSY meets its Key Performance Indicators (KPIs) of the contract
- Conduct such operational duties as required to meet contract KPI's and BUSY values
- Answer more complex or difficult enquiries from both internal and external customers and stakeholders
- Work as a BUSY team member by consulting with fellow colleagues (within and externally to the team) to result in successful organisational outcomes in line with BUSY At Work's organisational values

#### **KNOWLEDGE, SKILLS & EXPERIENCE**

- Demonstrated strong and effective Management and Leadership skills and experience across, planning, training, reporting, data analysis and continuous improvement
- Effective stakeholder engagement and communication skills to manage contract relationships to foster new ones
- Strong reporting capability and capacity in the use of databases and CRMs
- Capacity to work independently
- Effective communication skills with staff to foster BUSY values within the team and to capably train, counsel and performance manage staff as required
- Proven customer acquisition and business growth with business
- Ability to operate in a highly ethical manner in accordance with the client contractual requirements, client expectations of high standards and BUSY's high quality and performance oriented culture.
- Desire to be part of a growing, high achieving, successful service organisation.
- Experience in contract compliance required

#### **QUALIFICATIONS**

- Higher Education (Certificate or higher in Management or Business Administration or equivalent) or relevant work experience is desirable

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_