

POSITION DESCRIPTION

POSITION TITLE:	Business Manager
LOCATION:	Various
REPORTING TO:	Regional Manager Employment Services - Performance
DEPARTMENT:	Employment Services

PURPOSE STATEMENT

The Business Manager position has responsibility for leading and managing the site/s, ensuring the achievement of financial and other target. The Business Manager is tasked with fostering a supportive and encouraging working environment that builds a strong culture in exceeding all targets for placements and outcomes while complying with ES Deed requirements and the Job Futures service delivery model.

Business Managers work as part of a Regional and BAW Management Team. This will require them to participate in a range of initiatives and to support the achievement of objectives as directed by the Regional Manager Employment Services – Performance and the General Manager – Corporate and Employment Services.

Business Managers commitment to the values of The BUSY Group as a community based, Non-Profit organisation, promoting inclusion & economic participation for all Australians, particularly those who are highly disadvantaged by building community capacity through representation with local employers, Indigenous, CALD, PWD, parenting, health, education & youth services.

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

Regional Manager Employment and Performance

PRIMARY DUTIES

- Deliver the jobactive contract in accordance with the contract requirements;
- Lead and mentor staff to achieve high performance and attain excellent results when working with jobseekers;
- Plan, monitor and intervene as necessary to ensure the site is meeting all relevant performance KPI's and Contract Compliance targets;
- Develop innovative solutions, and deliver results within the compliance framework;
- Implement and drive new initiatives for continuous improvement;
- Develop and mentor staff, ensuring tasks are appropriately delegated and managed at the appropriate level and staff held accountable for service delivery and targets;
- Manage performance through regular formal and informal meetings, including formal performance management;
- Ensure that all staff members are provided with adequate training and ongoing coaching and development relevant to their role. Ensure that staff remain current through the use of the ESS and Job Ready systems;
- Co-ordinate day to day activities with a strong focus on time management and prioritisation to ensure all daily operational tasks are completed within accepted timeframes, electronic diary, daily job matching, compliance timeframes are adhered to;
- Liaise with fellow BAW and CoAct Managers in order to coordinate marketing, training and other activities;
- Monitor daily all placement, engagement and PPS activity and effectively manage any outstanding claims and relationships between the site and the Centralised Claims Team;
- Conduct daily buzz/focus meetings ensuring a consistent focus on targets, placements and outcomes are always front of mind;
- Conduct regular file audits, monitor future appointments and pending lists, and ensure compliance framework is being adhered to;
- Hold regular staff meetings to facilitate staff professional development and ensure current knowledge of ES2015-2022 Deed and supporting guidelines and Job futures service delivery model, processes and systems;
- Maintain links with employers, industry associations, community organisations and fellow Job Futures members to build a Strong knowledge of the local labour market and ensuring that site activities are in line with regional employment needs;
- Maintain a sound and current knowledge of the ES2015-2022 Deed and supporting guidelines and a strong focus on achieving key performance indicators defined within this Deed and Job futures' framework;
- Work in a highly ethical manner in accordance with BUSY At Work guidelines and legislative compliance;
- Other tasks as required;
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure;
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.

KNOWLEDGE, SKILLS & EXPERIENCE

- Minimum two years' experience in leading teams – able to provide feedback, give direction for a team, set goals and KPI's; performance management – preferably within the Employment Services (ideally jobactive, DES or TTW), Service Delivery or Recruitment sectors;
- A proven track record of achieving performance targets and time management skills to meet deadlines;
- Demonstrated capability to communicate clearly and concisely using appropriate grammar, style and language to suit the communication purpose and audience;

- Enthusiasm, commitment, flexibility, and positive attitude in working with job seekers to achieve employment outcomes;
- Proven ability to work within a contractual compliant environment;
- Accountability of actions, objectives and own performance; driving tasks or projects through to completion;
- Ensuring that all work performed is of a high standard and is within the compliance framework;
- Applicants should hold a qualification relevant to a managerial role;
- Current drivers licence;
- Good Information Technology and administration skills;
- The ability to interact effectively with people of different cultures through awareness of one's own cultural worldview, attitude towards cultural differences, knowledge of different cultural practices and worldviews, and cross-cultural skills.

KEY DIMENSIONS

Key dimensions required within the role:

- Adaptability
- Communication
- Confidentiality
- Contributing to a Team
- Time Management

WORKING RELATIONSHIPS

- Employment Services and Senior Management personnel
- Jobseekers and Employers
- Corporate Services
- Apprenticeships Services
- Community Services

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: _____