

POSITION DESCRIPTION

POSITION TITLE:	Regional Manager
LOCATION:	Cairns and Aitkenvale
REPORTING TO:	National Manager Employment and Programs
DEPARTMENT:	jobactive

PURPOSE STATEMENT

The primary purpose of the role is to provide strong leadership, support and direction to Business Managers within the jobactive program. You will work closely with your Managers to realise performance and financial targets, provide strategy and solutions to achieve these numbers, develop and analyse 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

- Through your team of Business Managers, Team Leaders and Employment Consultants, you will be responsible for the delivery and profitability of the jobactive contract within your allocated Employment Region in accordance with contractual requirements set out by the CoAct, The Department and BUSY AT Work policies and procedures. Externally you will have the scope to build relationships with employers and community partners to reinforce BUSY At Work's success. Through management and leadership, you will contribute to overall improved performance across your allocated Region. You will also be key to the strength of our relationship with the Department, representing BUSY At Work credibly to government stakeholders.
- Establish, monitor and review Key Performance Indicators (KPIs), and support, coach and provide feedback to Business Managers to achieve individual and team and contractual KPIs.
- Interpretation and management of financial budgets.
- Identifying any skills gaps inhibiting effective and successful contract outcomes.
- Efficient and effective operation of BUSY At Work offices in the designated region in conjunction with the National Manager Employment and Programs.
- Regular visits to offices within the designated region (on approval of National Manager Employment and Programs).
- Experience in recruiting, training, developing, leading and retaining high performing teams.
- Demonstrated ability to motivate, direct and support teams.
- Local knowledge and relationships in the Region vital to assisting job seekers and employers.
- Competitive approach and strive to exceed personal and professional goals.
- Passionate, committed and ethical approach to placing people into work.
- Excellent time management skills.
- Proven experience in delivering on set targets and KPI's.
- Ability to interpret data, identify actions and implement improvement strategies.
- Forward planning ability with a keen eye for detail.
- Resilient demeanor with a positive outlook.
- Customer-focused approach to assist your team with strategies for marketing job seekers into sustainable employment.
- Lead, motivate, and support your team, ensuring that a positive and dynamic culture is maintained.
- Drive a culture of quality service provision to job seekers and employers.
- Identify and Develop local linkages with employers and community support organisations vital to sustainable employment outcomes.
- Ensuring employment targets are achieved and compliance with contractual obligations.
- Establish, monitor and review Key Performance Indicators (KPIs), and support, coach and provide feedback to Business Managers to achieve individual and team KPIs.
- Provide sound advice on escalated issues involving employees, systems, performance and trends.
- Be the point of contact and support for Business Managers concerning any escalated operational issues.
- Train and support your staff to be high performing Business Managers, Team Leaders and Employment Consultants.
- Promoting a continuous improvement culture.
- Driving significant business development activities across the region.
- Reviewing processes to ensure operational and system excellence.
- Coaching and development of your team.
- Managing business performance and compliance within jobactive contractual requirements.
- Commercially astute people manager driving team financial and operational performance and profitability.
- Strategic and innovative leadership capability.

- Strong industry experience, business development and influencing skills will be utilised to develop relationships with local employers, community groups and the broader region to identify sustainable employment opportunities for our clients.
- Operate in a highly ethical manner in accordance with the Australian Apprenticeship Support Services contractual requirements, client expectations of high standards and BUSY's high quality and performance oriented culture, and work as a member of an extended service team in line with organisational values.
- 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

- Demonstrated high-level business development capability, preferably in the Employment Services industry;
- Experience in the coordination and development of diversely located teams of highly skilled employees to achieve and exceed targeted business levels and meet Key Performance Indicators;
- Proven ability to manage performance of staff;
- Ability to deliver to set financial budget for designated region;
- Demonstrated ability to interpret and apply complex guidelines, administrative procedures and processes;
- Sound problem solving and decision making skills;
- Ability to prioritise tasks and work under pressure to meet stringent deadlines;
- Well-developed planning, monitoring and analytical skills;
- Well-developed oral communication skills (including presentation, influencing and negotiation) and written communication skills (including the production of well-formatted business reports and documentation).
- Demonstrated ability as a team player (including building constructive relationships with) peers and collaborative problem solving;
- Demonstrated high-level computer skills in particular the use of the following software programs: Microsoft Word, Excel, Access, Outlook, and Internet Explorer;
- Ability to learn new database software packages;
- Self-motivated with a demonstrated enthusiastic approach to day-to-day business operations.
- Positive approach to a continual changing work environment;
- Strong client focus and desire to be a part of a service organisation;
- Ability to operate in a highly ethical manner in accordance with the jobactive 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.

QUALIFICATIONS

- Higher Education (Certificate or higher in Management or Employment Services 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 and may be changed with business needs.

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

Employee Signature: _____ Date: _____