

POSITION DESCRIPTION

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| POSITION TITLE: | Business Manager |
| LOCATION: | Various |
| REPORTING TO: | Area Manager |
| DEPARTMENT: | Disability Employment Services & NDIS |

PURPOSE STATEMENT

The Business Manager position has responsibility for leading and managing a cluster of sites, ensuring the achievement of performance, quality, financial and other targets are met.

THE ROLE

The Business Manager is tasked with fostering a supportive and encouraging working environment that builds a strong culture in exceeding all targets for commencements, placements and outcomes as well as NDIS KPI's, while complying with DES Deed requirements and NDIS Policy Guidelines.

Reporting to an Area Manager, Business Managers work as part of an Area Manager's team. This will require them to participate in a range of initiatives and to support the achievement of objectives as directed by the Area Manager and CEO.

Business Managers are committed to the values of The BUSY Group as a community based, Non-Profit organisation, promoting inclusion and 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 PURPOSE

- Connecting to their community through participation in paid work
- Engaging in social and lifestyle activities to enhance involvement in the community
- Working with young school leavers with a disability to take part in work or training post school
- Creating strong partnerships with community, industry and government to promote disability employment
- Investing in social enterprise opportunities.

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 an Area Manager.

PRIMARY DUTIES

- Deliver the Disability Employment Services (DES) contract and the NDIS contract in accordance with the contract requirements;
- Lead and mentor staff to achieve high performance and attain excellent results when working with jobseekers and NDIS participants;
- 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 EG electronic diary, daily job matching, and compliance timeframes are adhered to;
- Liaise with fellow BUSY Group staff and managers in order to coordinate marketing, training and other activities;
- Monitor daily placement, engagement and PPS activity and effectively manage any outstanding claims and relationships between the site and the Centralised Claims Team;
- Support and/or 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;
- Conduct regular file audits monitoring the quality of NDIS service provided, file notes, service agreements, evidence of support
- Manage customer feedback including professionally resolving customer complaints as they arise, and escalating appropriately when required;
- Hold regular staff meetings to facilitate staff professional development and ensure current knowledge of the DES contract and supporting guidelines and NDIS policies and processes and systems;
- Maintain links with employers, industry associations, and community organisations to build a Strong knowledge of the local labour market and ensuring that site activities are in line with regional employment needs;
- Approved client and office expenses in accordance with Delegated Authority levels.
- Work in a highly ethical manner in accordance with BUSY guidelines and legislative compliance;
- 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

- 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 sector (ideally jobactive, DES or TTW), or Private Recruitment sector;
- 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;
- 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

QUALIFICATIONS/LICENSES

- National Police Check (Yellow Card and Blue Card);
- Current drivers Licence;

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. This position may include travel.

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

Employee Signature: _____ Date: _____