

POSITION DESCRIPTION

POSITION TITLE:	Regional Manager – Transition to Work
LOCATION:	Locations through Queensland and Victoria
REPORTING TO:	National Manager – Transition to Work
DEPARTMENT:	Employment Services

PURPOSE STATEMENT

The primary purpose of this position is to develop, manage and oversee the successful delivery of BUSY At Work’s Transition to Work program; promote and develop high performance through effective team management, ensuring jobseekers, clients and stakeholders receive quality service provision, and to ensure that BUSY At Work exceeds Government key performance indicators and contractual obligations.

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 - Transition to Work.

PRIMARY DUTIES

Transition to Work is one of the BUSY At Work employment programs operating from multiple locations across Queensland and Victoria. BUSY At Work is a trading division of The BUSY Group Ltd.

The BUSY Group Ltd, through its Company Values, is committed to creating a work environment of team players that talk openly across work boundaries, share their knowledge, solve business challenges and perform to exceed targets.

The BUSY Group Ltd operates in a dynamic and changing business environment characterised by Governmental policies, flexible market conditions, increased service expectations and a strong emphasis on contractual compliance.

1. Actively participate as a member of the Management Team in identifying and leading the implementation of Transition to Work services strategies and activities, including but not limited to:
2. Assist with development and implementation of the Transition to Work Services Plan and associated action plans for Transition to Work, with the National Manager and GM Employment Services Manager;
3. Review annual budgets for Transition to Work in consultation with the National Manager and GM Employment Services and Line Managers; and
Work collaboratively with internal stakeholders and other businesses within The Busy Group
4. Lead and Manage the operations of the operational Transition to Work service delivery and performance, including but not limited to:
5. Drive and evaluate the performance of Transition to Work teams and consult with the National Manager - TTW, on achievement of targets against key performance indicators.
6. Ensure the development and implementation of business development strategies and plans for Transition to Work assist in achieving and exceeding our Employment Services contractual obligations and Key Performance Indicators;
7. Ensure that all Transition to Work staff are actioning strategies to meet both internal and external focused KPIs. Where KPIs are not being met, the role is responsible for ensuring remedying actions are taken including performance management in a measured supportive way; and
8. Ensure that all Direct Reports are working within the requirements of Transition to Work business plans, and within Australian and State Government requirements, including but not limited to:
9. Working in close consultation with the Compliance Manager to ensure that operational processes within the Transition to Work teams are conducted in a manner that is compliant with Australian and State Government requirements and BUSY At Work policies and procedures.
10. Lead and direct relevant Business Managers to ensure internal BUSY At Work policy adherence.
11. Coach, mentor and develop direct reports to ensure excellence in outcomes and to develop succession within Employment Services teams.
12. Support Line Management to develop and performance manage staff where required.
13. Ensure the team adheres to Equal Employment Opportunity; Workplace Health and Safety; and Industrial democracy principles.
14. Any other reasonable duties as determined by the National Manager or their designate.
15. 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.
16. Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.

KNOWLEDGE, SKILLS & EXPERIENCE

- Positive, driven approach to a continually changing work environment;
- Strong client focus and desire to be a part of a service organisation.
- Good knowledge and Experience within Australian Employment Services Industry.
- Good knowledge of the outsourced Employment Services sector.
- Good knowledge of contemporary business practices, including the ability to develop new and innovative opportunities for growth and improvement.
- Demonstrated ability to interpret and apply complex guidelines, administrative procedures, and contractual and statutory requirements.
- Highly developed interpersonal and communication skills, both oral and written.
- Strong leadership, motivational and team building skills and a participative approach to management.
- Good problem solving and decision making skills.
- Three - Five years in a management position preferential.
- Well-developed planning, monitoring and analytical skills.
- Ability to prioritise tasks and work under pressure.
- Willingness to travel extensively within Australia.
- Demonstrated understanding of Workplace Health and Safety, Anti-Discrimination and National Privacy Principles.
- Ability to operate in a highly ethical manner in accordance the Employment Services contractual requirements, client expectations of high standards and BUSY's high quality and performance oriented culture.

KEY DIMENSIONS:

- Leadership and Innovation
- Business acumen
- Analytical skills
- Interpersonal communication
- Strategic development

WORKING RELATIONSHIPS:

- General Manager – Employment Services
- National Manager - TTW
- Business Manager - TTW
- Key Stakeholders

QUALIFICATION

- N/A

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: _____