

# Human Resources

## Position Description

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<b>Position Title:</b>	Business Manager
<b>Accountable To:</b>	National Operations Manager
<b>Supervises:</b>	Employment Consultants, Customer Service Officer and other office staff as required.
<b>Co Supervises:</b>	Health Services Staff and other division's staff as required.

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### Position Overview

The Business Manager is responsible for undertaking and coordinating the efficient and effective operations of contracted employment and support services at a site and ensuring performance targets are met.

### Personal Attributes

To be successful in this role, you must be an outcome driven leader with an advanced knowledge of Job Network Procedures and the ability to mentor ES staff to ensure all team and individual goals and outcomes are met. You must possess exceptional communication skills to be able to share your extensive Employment Services knowledge to your team through effective mentoring, coaching and training.

### Responsibilities

The Business Manager is responsible for:

#### **Duties:**

- Leading and coordinating a Site to ensure all KPI's are met including targets, outcomes, claims and all service requirements with respective Job Network programs and others (where applicable) under the PAGES profile, including but not restricted to; Disability Employment Network, Job Placement Employment and Training, Personal Support Program and Community Work Coordinator
- Conducting Job Matching, Job Search Support and Customised Assistance activities consistent with Employment Services contractual and legislative requirements and MAXNetwork philosophy and quality standards
- Managing own client caseload or proportion of, based on the office's staff to client ratio
- Co-ordinating, scheduling and allocating Employment Services staff and activities consistent with MAXNetwork philosophy and quality standards
- Providing a high quality service to all clients irrespective of their age, gender, race, culture, religion, disability or circumstance
- Ensuring that claims, client training and all service requirements are met as per MAXNetwork guidelines
- Monitoring, auditing and ensuring that client file case notes and all other documentation are relevant and exceed the minimum contractual standards.
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- Maintaining and reporting statistics relating to the provision of Employment Services to the National Operations Manager
- Referring clients to Professional Services for assessments, treatment plans and follow up of recommendations.
- Negotiating employment opportunities with employers and promoting jobseekers for vacancies
- Ensures office expenditure is within company guidelines
- Training and mentoring staff to ensure their performance exceeds minimum KPI standards
- Conducts Recruitment and Selection activities in consultation with Human Resources and National Operations Manager and in accordance with the Company's Human Resource Policies and Procedures.
- Managing staff performance in consultation with the National Operations Manager and Human Resources and in line with the company's performance management system.
- Advising National Operations Manager on areas pertaining to the provision of Employment services (i.e. resources, staffing, legal and ethical issues)
- Promoting MAXNetwork services and maintaining a high profile and professional company image

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- Conducting administrative activities consistent with Employment Services contractual and legislative requirements and MAXNetwork philosophy and quality standards
- Supporting Employment Consultants, Trainee Employment Consultants and Customer Service Officers in relation to service delivery
- Participating in professional development and training as required
- Involvement and Participation in MAXNetwork meetings and functions as required
- Greeting and assisting clients in a professional manner as per MAXNetwork quality standards
- Liaising with local Centrelink offices to facilitate positive and effective relationships
- To lead, manage and develop the Employment Services business within MAXNetWork and to actively participate in the development of **MAXimusSolutions Health & Training**. Ensure the performance of individual sites meets budget targets and is continually improving to match industry best practice.
- Undertake detailed financial and statistical analysis including the completion of complex reports to ensure that the individual sites operate on a profitable basis. This includes the ability to quickly interpret information and adapt to changing technology.
- As the accountable officer at the Branch level ensure that all areas of the Employment Services Contract i.e. ESC3 are managed and audited to the complete satisfaction of the Federal Government and MAXNetWork.
- Develop a strong TEAM that thrives on achieving best practice outcomes for individual Branch Offices. Motivate and educate staff to perform at optimum levels.
- Develop and grow all aspects of existing and new business lines within the region. Proactively market and represent MAXNetWork in the marketplace at a senior level.
- Maintain and develop new relationships with employers and jobseekers to ensure continued growth of the business based on excellence in customer service and satisfaction.
- Actively participate in the MAXNetWork management team and demonstrate team values and commitment to excellence.
- Other duties as directed

### Quality Standards, Regulations and Responsibilities

The Business Manager is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Company's Quality System
- The Company's Policies and Procedures
- ESC3 Contractual requirements including participation reporting as required
- MAXNetwork's Responsibilities/Authority Matrix
- Employment and Related Services Code of Practice
- DEWR Complaints Procedure
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- Particular contract specifications

### Selection Criteria

#### Qualifications

Qualifications in any of the following disciplines are preferred: Health; Human Services; Business; Human Resource Management; Marketing; Training; Education; Employment Services. Alternately, industry/practical experience with demonstration of the above mentioned competencies. Certificate IV in Workplace Training or willingness to acquire.

#### Skills required to fulfil position

- Able to demonstrate through past performance an ability to effectively place clients into sustainable employment outcomes
- Able to demonstrate through past performance an ability to effectively lead a team(s) to exceed Employment Services specific KPI's
- Understanding of barriers to employment and the effects of unemployment.
- Commercial and labour trends awareness, or willingness to acquire.

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- Proven ability to implement client and outcome focussed strategies
- Marketing and business development skills and relevant experience
- Ability to manage government contracts and ensure compliance and audits are completed at site level
- Exceptional Interpersonal and Management skills
- Exceptional communication skills both verbal and written
- Pro-active people management and team building skills, with proven ability and experience to motivate and manage a diverse work group
- Strong leadership skills, with proven Training, Mentoring and Coaching skills
- Previous experience in dealing with the disabled, mature, youth, indigenous, non English speaking background, single parents and all other client groups requiring special needs, will be considered beneficial
- Excellent negotiation and organisational skills
- Effective, positive problem solving and conflict resolution skills
- A thorough understanding of Human Resource policies and practices
- Financial management and analysis skills
- Knowledge of relevant human resource practices and legislation including Anti-discrimination, Equal Employment Opportunity, Occupational Health and Safety, Privacy and Freedom of Information

### Additional Factors

- Intrastate and Interstate travel is a requirement of this position
- This position may require occasional attendance at meetings or training outside normal business hours