

Position Description

Role Details

Role:	Business Operations Manager
Reporting To:	Co-CEOs
Direct Reports:	Communications Coordinator Corporate Governance Officer Finance, Payroll and IT Support Officer Reception/Administrator Volunteers
Budget:	\$900,000 per annum
Status:	Permanent full-time
Award Classification:	Level 7 Social, Community, Home Care & Disability Services Award 2010

Role Purpose

The Corporate Services Manager is an integral member of the senior leadership team and supports PDWA at a strategic level to drive organisational performance, sustainability and efficiency by:

- Providing streamlined, responsive support to the board, executive, senior management team and managers.
- To provide organisational infrastructure, policies and systems to support PWDA's efficient and effective delivery of its services, projects and programs in accordance with the strategic plan
- Fostering an organisational culture focussed on PWDA's outcomes and being an employer of choice for people with disability.
- Providing generalist HR services for employees and volunteers including recruitment, retention, remuneration management and performance development.
- Advising the management team and the board on HR matters.
- Managing workplace health and safety risk.

Responsibilities & Main Duties

Planning & Reporting

- Coordinate the corporate planning process for the board, the senior management team, staff and stakeholders.
- Assist with developing, retaining and collating quality assurance data based on strategic plan and operational targets.
- Provide strategic reports on corporate performance to the Board and Senior Management Team to facilitate planning and decision making.
- Develop strategic and operational plans for areas of responsibility including IT, facilities, and administration and translate these plans into actions for individual team members.
- Manage corporate services resources effectively to achieve budgetary and operational outcomes.
- Review administrative and management functions on an “as needed” basis, to ensure the most efficient and effective use of PWDA resources.
- Develop and implement an annual human resources plan, aligned to the PWDA’s strategic plan.
- Work with Co-CEOs to establish an appropriate organisational structure and job design.

Finance & Administration

- Manage the relationship with the outsourced finance / accounting provider.
- Liaise with the accounting services provider regarding audit preparation.
- Manage day-to-day finance processes such as expense reimbursement, petty cash, credit cards etc.
- Keep administrative and management policies and procedures current, relevant and accessible.
- Oversee and maintain the quality management system, policy register and policies.
- Create and maintain a risk register and risk management processes, as well as a compliance calendar.
- Purchase office equipment, stationery and other consumables.
- Develop and maintain a records management system across the organisation (electronic and hard copy).
- Manage all insurance requirements for the organisation.
- Oversee back-office administrative functions including:
 - › Customer service: front desk reception and switchboard
 - › Accounts payable and payroll (including timesheet processes)
 - › Member and supporter services: database, events and liaison
 - › Administrative support for the board and senior management team,
- Undertake the submission of funding proposals and assist with funding acquittals.

Ancillary Services

- Work with the Co-CEOs to identify potential areas for revenue generation that benefit members and constituents and work to commercialise and manage these opportunities.
- Manage any current revenue generation activities including promotion, processing and client service, such as the Qantas Concession Card.

Facilities Management

- Develop long-range plans for PWDA's space management requirements to secure cost-effective, appropriate and accessible accommodation for PWDA operations (head office and satellite offices).
- Oversee and manage all aspects of day-to-day building management functions including regular maintenance, cleaning and lease negotiations.

Information & Communications Technology

- Develop and implement ICT strategic plan to support internal infrastructure as well as strategic initiatives.
- Manage the outsourced IT function to ensure compliance with the IT strategic plan and efficient and effective delivery of day-to-day operations including: development; maintenance; support; purchasing and integration with relevant PWDA database functions.
- Manage development and maintenance of PWDA's Customer Relations Management system, ensuring it is 'fit for purpose' for all information management and internal and external communications.

Human Resources

- Develop and implement an HR policy framework.
- Coordinate recruitment processes and associated administration.
- Manage all contracts of employment and related documentation.
- Oversee terms and conditions of employment and monitor compliance with the Award and other statutory requirements.
- Design, implement and maintain performance development systems (including induction) to support employees to fulfil their roles and achieve career development.
- Manage learning and development initiatives, in line with performance expectations and PWDA objectives.
- Manage reasonable accommodation processes.
- Develop and implement systems to manage all employee leave, liaising with payroll.
- Manage an employee assistance program for PWDA.
- Maintain a records management system for personnel records.

Volunteer Coordination

- Establish policies, systems and processes to enable the engagement of volunteer workers in line with best practice.
- Work with managers to identify opportunities for volunteers.
- Recruit and manage volunteers.

Workplace Health & Safety

- Develop, implement and manage a WHS system, in conjunction with the board and senior management team.
- Manage WHS processes such as risk management, consultation, incident and hazard reporting, injury management and return to work.

Leadership & Management

- Recruit, induct, train and manage performance of all Business Operations staff in accordance with PWDA policy.
- Facilitate the exchange of information, expertise and knowledge within the Business Operations team and across the organisation.

Organisational Participation

- Participate in organisational activities such as Senior staff meetings, general staff meetings, planning meetings and team development initiatives.
- Design and coordinate PWDA's annual staff conference.
- Undertake other duties as directed within the scope of this role.

PWDA reserves the right to alter this position description from time to time in accordance with the needs of the organisation

Selection Criteria

Essential

- Around 5 years' experience in corporate services or operations with a track record of developing, monitoring and reviewing of internal services in line with organisational needs
- Experience in quality management, policy and procedure development and maintenance, analysing gaps in processes and support and formulating recommendations to solve these issues
- Demonstrated ability to think strategically, anticipate and plan for changing organisational needs (including resource challenges)
- Demonstrated abilities in project management and problem-solving capabilities
- Strong commercial acumen, negotiation and contract management skills
- Ability to inspire staff performance and foster teamwork and positive team dynamics
- Sound working knowledge of human resource management, employment legislation and workplace health and safety
- Excellent interpersonal skills and written communication skills
- Good lateral thinking skills
- A positive, responsive and hands-on approach to work
- Intermediate computer literacy

Desirable

- Personal or family experience of disability
- Tertiary qualifications in human resources
- Previous experience in the community services sector

Other Job Requirements

- Working with Children Check
PWDA is a registered employer under the Child Protection (Working with Children) Act, 2012. The successful applicant must be approved under the Working with Children Check prior to taking up appointment.
- NSW Police Check
PWDA receives funding from Ageing, Disability and Home Care (ADHC), NSW Department of Families and Community Services (FACS) under the Disability Inclusion Act 2014. The successful applicant must be approved under the NSW Police Check prior to taking up appointment.
- Intra and interstate travel and occasional international travel may be required.
- Six-month probationary period.