

POSITION DESCRIPTION

POSITION TITLE:	Regional Manager – Employment and Programs
REPORTING TO:	Executive General Manager
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 Employment Services; 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 and CoAct 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 Executive General Manager – BUSY At Work

PRIMARY DUTIES

BUSY AT WORK is an Australian Apprenticeships Support Network (AASN) provider, delivering Australian Apprenticeship Support Network Services throughout Queensland and Western Australia. In addition, BUSY At Work is a jobactive provider, delivering Employment Services (jobactive, Disability Employment Services, Indigenous Advancement Strategy, Skilling Queenslanders for Work, Transition to Work and Work for the Dole) in multiple locations across Queensland. BUSY At Work is a trading division of The BUSY Group Ltd

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.

Current business objectives are focused on the need to meet performance and profitability goals for the AASN and Employment Services contracts. The Government has a renewed focus on sustainable outcomes as reflected in contractual revenue timeframes. This position will ensure that strategies are put in place that meet BUSY's financial and performance requirements

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.

1. Actively participate as a member of the Management Team in identifying and leading the implementation of Employment services strategies and activities, including but not limited to:
2. Develop and implement the Employment Services Plan and associated action plans for BUSY At Work in conjunction with CoAct, the GM Corporate Services & Employment and other Employment Services Managers;
3. Review annual budgets for Employment Services in consultation with the GM Corporate Services & Employment and Line Managers; and
4. Evaluate the performance of BUSY At Work's Employment teams and consult with the GM Corporate Services & Employment, CoAct and Executive Management Team on achievement of targets against key performance indicators.
5. Manage the operations of the operational Employment service delivery and performance, including but not limited to:
6. Design and implement effective operational policies and processes for effective and efficient service delivery;
7. Ensure the development and implementation of business development strategies and plans for BUSY At Work Employment Services assist in achieving and exceeding our Employment Services contractual obligations and Key Performance Indicators;
8. Ensuring that all Employment Services 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
9. Ensure that the BUSY At Work Employment Services workforce structure is appropriate to meet contract delivery requirements, achieve desired outcomes and sustain financial viability in programs.

10. Ensure that all Direct Reporting Managers are working within the requirements of BUSY At Work's business plans, and within Australian and State Government requirements, including but not limited to:
11. Working in close consultation with the Compliance Manager to ensure that operational processes within the Employment teams are conducted in a manner that is compliant with Australian and State Government requirements and BUSY At Work policies and procedures.
12. Working with CoAct to ensure that the contractual requirements are met.
13. Lead and ensure the successful operation of the Employment services teams, including but not limited to:
14. Lead and direct relevant site Managers to ensure internal BUSY At Work policy adherence.
15. Coach, mentor and develop direct reports to ensure excellence in outcomes and to develop succession within Employment Services teams.
16. Support Line Management to develop and performance manage staff where required.
17. Ensure the team adheres to Equal Employment Opportunity; Workplace Health and Safety; and Industrial democracy principles.
18. Any other reasonable duties as determined by the Chief Executive Officer.

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

- Business Manager - TtW
- Business Manager - jobactive
- Chief Operating Officer – BUSY At Work
- Key Stakeholders

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. Travel may be required for this position.

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

Employee Signature: _____ Date: _____