



Position Description and Selection Criteria

Position: **Business Manager**

Hours: Part time 4 day equivalent)

Salary: MEA (SCHADS pay scale) Level 6

ACTCOSS pays above agreement wages at this level according to the ACT Community Sector Multiple Enterprise Agreement, and the full-time annual wage is currently \$ 98,554 plus 12% superannuation.

Term: Permanent and ongoing

Organisational Context

The ACT Council of Social Service (ACTCOSS) is the peak representative body for community organisations and disadvantaged and low-income citizens of the ACT. ACTCOSS aims to ensure that government policy improves the lives of disadvantaged people and develops a well-resourced, cohesive and sustainable community sector. ACTCOSS is a member of the nationwide COSS network, made up of each state and territory COSS and our national body, the Australian Council of Social Service (ACOSS).

As the peak body for the community sector in the ACT, ACTCOSS has unparalleled access to decision-makers in Government and in the community sector itself. This role is perfect for someone with the motivation and skills to make a genuine difference in the ACT community.

Role

The Business Manager is responsible for the operational and financial performance of ACTCOSS in line with the strategic direction of the business. The Business Manager is responsible for ensuring that the organisation has the systems and processes in place that support the performance and productivity of the organisation, ensuring business targets are met.

Core responsibilities are focused on providing the leadership, management and vision necessary to ensure that the company has the proper operational controls, systems, procedures and people in place to effectively grow the organisation and to ensure operating efficiency to achieve business objectives while role modelling the leadership behaviours that create a high performing, engaged culture.

The Business Manager supervises a small team, contributes as part of the management team, reports to the CEO and works to documented levels of delegation.

Focus Area	Key Area of Responsibility	Measures of Success
Financial Excellence	<ol style="list-style-type: none"> 1. Works with the Accounting Company to provide reporting that enables informed decision making around: <ul style="list-style-type: none"> o Financial performance/targets o Cashflow and financial buffers o Investment in people, effective systems and processes 2. Oversees accounts receivable, payroll, bill payment, and associated reporting. 3. Drives financial focus and supports staff to deliver to targets 4. Reviews financial performance and prepares monthly business reports for delivery to the CEO and the Board 5. Collaborates with the CEO and oversees the operational preparation of the annual budgets 6. Makes budgetary recommendations to the CEO based on expenditure and business need 7. Identifies and reports on any financial risks 8. Oversees the financial and contractual auditing process to ensure compliance is maintained 	<p>Budget expenditure is as per targets and approved delegations</p> <p>Annual budgets approved by June</p> <p>All reporting delivered in full, on time and accurately</p> <p>External Audit is passed</p>
Governance, Compliance and Risk	<ol style="list-style-type: none"> 9. Oversees risk management across the business to ensure compliance with all legislative, regulatory and financial requirements. 10. Ensures systems, processes and controls, including policies and procedures are in place and being adhered to. 11. Oversees internal auditing process to ensure performance compliance and quality improvement is maintained 12. Informs financial policy to reduce risk and drive sustainability 13. Assists with identifying and reporting on all risks associated with the organisation 14. Supports staff in identifying, minimising and managing risk 	<p>Risk Management Plan is effective in mitigating risks</p> <p>All insurances in place and current</p> <p>All relevant policies and procedures in place and current</p>

	<p>15. Actively leads and encourages workplace health and safety (WHS) across the business to ensure a safety focused culture and a safe work environment</p> <p>16. Supports the CEO and Board to meet governance requirements, including the AGM and lodgement of regulatory reporting</p>	<p>All contractual performance obligations are met</p> <p>All Board record keeping requirements are met</p>
Operational Excellence	<p>Drives and supports initiatives across the business to optimise productivity and efficiencies and support sustainability. This includes:</p> <ul style="list-style-type: none"> Working with the IT support company to utilise available technologies to continuously improve the effectiveness of business operations, improve automation and remove unnecessary labour Ensures appropriate infrastructure is in place so the organisation can provide quality service to our Internal & External stakeholders Analyses and reports on critical business metrics and collaborates on initiatives to improve results 	<p>IT Security and compliance upheld</p> <p>Infrastructure is in place and supports business goals</p> <p>Business performance metrics are available on dashboards for easy tracking and reporting</p>
Cultural Excellence	<ol style="list-style-type: none"> Acts as a visible role model by the living the values and leadership behaviours Empowers the team to develop their skills and competencies so the business has the right capabilities to achieve goals Contributes to the selection of people to ensure recruitment is in line with the desired organisational culture and the skills required for future growth Develops and maintains a culture of accountability by embedding performance metrics, goals and KPIs with direct reports Works with the CEO to ensure succession planning is in place for key roles across the business Addresses any non-performance with contractors or direct reports 	<p>All areas of the business can operate effectively in the absence of key people</p> <p>Performance risks of contractors and direct reports are mitigated and/or monitored</p> <p>Compliance with HR regulatory requirements is met</p> <p>Staff report a supportive and productive workplace culture</p>

	7. Oversees the Human Resource function by establishing systems, training and support structures to drive development, engagement, productivity and performance, and makes recommendations about when external expertise is required	
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Selection Criteria

ACTCOSS is an equal opportunity employer, and we encourage applications from Aboriginal and/or Torres Strait Islander peoples, people with diverse life experiences, people with disability, and/or or people from migrant backgrounds.

This role would suit a person with high energy, excellent communication and time management skills and a background in the management of operations, human resources and/or finance.

Applicants must respond to all essential criteria set out in this section. If you have additional skills or qualifications listed as “highly regarded”, please respond to these as well.

Essential

The successful applicant will be able to demonstrate:

- Capacity to work with external support and the CEO to ensure financial excellence at ACTCOSS.
- Skills in one or more of the following: Administrative Systems, Organisation improvement, Human Resources, Risk Management, Quality Improvement, Work Health and Safety.
- Ability to report to support the Board of Directors.



- Ability to develop standard operating procedures and managing the efficient operation of a busy office.
- Strong verbal and written communication skills.
- Ability to work autonomously to supervise a small team and to work closely and cooperatively as part of a management team.

Highly regarded

- Tertiary qualifications relevant to the role in a discipline such as Business administration, Management, Human resources, Accounting or Organisational change.
- Experience in a membership-based organisation.
- Previous experience working in a community organisation.
- Commitment to principles of social justice and an awareness and understanding of Equal Employment Opportunity Principles.