

**Department/s** Workforce Australia  
**Award** Labour Market Assistance Industry Award 2020  
**Classification** Manager  
**Location** As per Employment Contract  
**Manager** Regional Manager  
**Direct Reports** Workforce Australia staff located at designated site

### Our Values



We value and consider the opinions of others. We embrace diversity, and provide an inclusive workplace. We treat others the way we wish to be treated. We listen and we care.



We act in the best interests of our customers, staff and community. We act with honesty and transparency. We provide a safe and supportive workplace for all.



We work as a team to achieve the best results. We build connections and share our success. We are persistent, passionate and determined. We empower and support others to make decisions.



We deliver on our promises. We take ownership of our decisions and our actions. We demonstrate the behaviours we wish to see in others. We seek feedback so we can improve.



We are invested in a sustainable future for our community and our planet. We seek ways to minimise our impact on the environment. We invest in our people, our systems and our capabilities.

### About the Role

The Site Manager will be responsible for the day-to-day organisation and management of the Workforce Australia staff and operational objectives in their local area. The Site Manager will be expected to motivate, guide and develop the Workforce Australia program staff while working closely with the Regional Manager to monitor and track performance and ensure delivery of a coherent and integrated service to both customers and employers.

### Key Responsibilities

- Primary responsibility for ensuring achievement of performance targets.
- Responsible for compliance and quality assurance with the Employment Services contract and relevant Federal and State legislation across the Site(s) within the specified area.
- Responsible for compliance and quality assurance with the Workways Service Delivery Model across the Site(s) within the specified area.
- Accountability for managing the day-to-day operations of the Site, its staff and assets.
- Be responsible for the approval of financial expenditure at the Site in line with contract guidelines and Workways policies and procedures.
- Ensure operations deliver excellent customer service and high-quality employment services to clients.

### **Key Responsibilities - continued**

- Continually review and lead the development and enhancement of all Workforce Australia staffs' capabilities and take appropriate action.
- Manage and increase the effectiveness and efficiency of the Site through improvements to each role as well as coordination and communication between roles.
- Provide ongoing training and development for Workforce Australia staff as required to ensure acceptable performance, which includes induction training, performance coaching and mentoring, and the completion of individual learning plans in line with the Performance Development Framework.
- Develop and maintain effective relationships with all key stakeholders.
- Develop new business with employers and community networks.
- Comply with all organisational and individual reporting requirements as required.
- Conduct internal audit processes to ensure contractual compliance and internal quality assurance standards are achieved.
- Maintain current knowledge of and meet the Department of Education, Skills and Employment (DESE) and other current Federal/State Agency Contracts' obligations.
- Research the economic development in the area and promote Workways to all employers as a useful and efficient employment service for providing suitable referrals to job vacancies.
- Maintain a high level of customer service and commitment to clients.
- Plan and implement strategies to assist staff meet individual performance standards.
- Assess staff performance/competency to ensure appropriate development and/or corrective action is instigated creating a well skilled productive workforce.
- Take responsibility for implementing the Integrated Risk Management framework by identifying, analysing, monitoring and reporting risks.
- Encourage a work culture that supports open risk identification
- Organise and/or facilitate risk management education sessions for all staff.
- Discuss risk management and WHS at staff meetings

### **Key Responsibilities - Leadership**

- As part of the Leadership Team, share collective responsibility for delivering organisational objectives, through active engagement and collaboration with employees at all levels in the organisation.
- Be a role model for effective and positive leadership which is ethical, results driven and future-oriented.
- Lead and role model Workways values focused on behaviours to deliver high standards of service to internal stakeholders.
- Lead performance excellence by setting clear direction, performance standards and expectations for direct reports.
- Encourage and demonstrate the need for continuous professional development, and the value it provides to the organisation.
- Provide direct reports with guidance and contribute to the feedback of their performance.
- Be receptive to and reflect on feedback to improve employee performance.
- Promote regular and ongoing opportunities for employees to give feedback.

### **Key Responsibilities – Organisational**

- Adhere to the Workways Code of Conduct and enact the Workways Values
- Adhere to all applicable legislation, and organisational policies, procedures and standards.
- Undertake any other duties, consistent with skills and experience, as directed by the reporting manager

### **Key Competencies**

- Leadership
- Sales Capability
- Stakeholder Management
- Coaching and Mentoring
- Team Management
- Strategic Thinking
- Results Focused
- Decisiveness
- Adaptability
- Financial Management
- Communication skills (written and verbal)

### **Performance Indicators**

- Site performance and outputs
- Conversion from placement to outcome
- Achievement against Contract
- Comply with Quality Assurance Framework principles for Employment Services
- Job Placements
- Customer engagement levels
- Financial performance meets organisational forecast

### **Key Selection Criteria**

- Proven ability in managing and developing staff and leading change.
- Demonstrated knowledge of management and HR principles and practices.
- Proven ability to maintain documentation and good computer and file management skills with a high level of organisational and effective time management skills
- Proven ability to satisfy stakeholders in changing and highly regulated environment.
- Demonstrated ability to establish positive working relationships with local Government stakeholders, local employers and leading community members.
- Experience in Employment Services and with either Federal or State Government funded programs.
- Demonstrated ability to interpret Contracts and effectively develop implementation plans to deliver to Contract.
- Ability to work independently and as part of a team to achieve set performance targets.
- Excellent communication and interpersonal skills and with proven ability to establish working relationships with a diverse client base.
- An ability to establish networks in the local community and knowledge of the local labour market is highly desirable.
- Proven ability to work within a contractual compliant environment.
- A proven track record of achieving performance targets and time management skills to meet deadline.
- Demonstrated understanding of WHS & risk management processes and systems, and their relationship to operational objectives.

### **Position Requirements**

**Qualifications (Preferred)**

- Qualifications or equivalent experience working in Employment Services or related fields.

**Licences and Checks (Essential)**

- Criminal History check
- Working with Children/Vulnerable People Check
- The Right to Work in Australia
- Current valid Driving Licence

The position requires an ability to travel when required.

### **Employee Acknowledgement**

*I have read and understand what is required of me in the position:*

Employee Name

Employee Signature:

Date:

It should be noted that Position Descriptions are under constant review and may be changed at any time.