

Job Profile



Position Title: Site Manager
Award: Labour Market Assistance Industry (LMAI) Award
Classification: Manager Grade 2 (MG2)
Portfolio: Work
Reports to: Regional Manager
Employee:

Signature below provides acknowledgement that this document represents the job to be performed and has been accepted by the incumbent.

Approved / Authorised by: General Manager – Employment Services

Employee Signature: _____ **Date:** _____

Job Focus

Lead and proactively manage a Job Prospects site to achieve:

- Revenue targets
- Performance KPI's
- Compliance Standards
- Effective employee outcomes.

KRA 1 – Operations

KRA 1.1 – Management

- Manage the day-to-day operations of a cost-effective site to achieve all agreed site KPIs and organisational objectives.
- Build viable long-term partnerships with external stakeholders in your region to enhance service delivery for job seekers.
- Work collaboratively with respective Regional and Site Managers to maximise the performance of Job Prospects contracts.
- Work collaboratively with respective Regional and Site Managers to identify and analyse operational performance shortfalls and formulate strategies for corrective action.
- Provide input into and full support for the strategic direction and goals of Job Prospects.
- Identify and work to mitigate all risk to Job Prospects including but not limited to risk associated with finance, operations, employees, Health & Safety, and compliance.
- Proactively communicate with JP Management to report issues in a professional and timely manner.
- Provide reports as required to JP and SYC Management in a professional and timely manner.
- Promote inter-site cooperation for the overall advantage of SYC Job Prospects.
- Maintain one's required professional knowledge of areas including but not necessarily limited to the Employment Services Deed as amended from time to time.
- Approach all duties with a sense of urgency.

KRA 1.2 – Organisation Responsibilities

- Actively support SYC's collaborative, performance-based culture and ensure actions and behaviours align with the organisation's values of passion, trust, quality, teamwork, and courage.
- Achieve all agreed Key Performance Indicators (KPIs).
- Undertake training as directed.
- Always represent SYC in a professional and ethical manner consistent with Our Purpose.
- Conduct any other duties that may reasonably be expected of you from time to time.

KRA 2 – Leadership

- Lead and proactively manage team members.
- Manage and provide training and assistance to employees.
- Recruit team members as required in line with current SYC Policy and Procedure.
- Promote and ensure an understanding by employees of the required strategic and operational direction of the department.
- Empower employees to make efficient and effective decisions in a timely manner.
- Identify and manage employee performance issues as they arise and conduct performance reviews in line with current SYC Policy and Procedure.
- Support the personal and professional development of employees.
- Build and maintain a collaborative culture effective in the attraction and retention of SYC's valued employees.

KRA 3 – Compliance

- Always operate, comply, and behave in a manner consistent with both the letter and the intent of:
 - SYC's policies and procedures, including but not limited to:
 - Code of Conduct
 - Privacy Policy
 - Keeping Children and Young People Safe Policy
 - Sexual Harassment Prevention Policy
 - Acceptable Use of Technology Facilities Procedure; and
 - Social Media Policy.
 - all relevant quality systems as amended from time to time; and
 - all relevant contracts, agreements, standards, legislation, and regulations.
- Uphold the principles of SYC's Valuing Diversity and Equal Opportunity policies and encourage a work environment that is:
 - conducive to the acceptance and implementation of workplace diversity
 - free from discrimination and harassment; and
 - respectful of each individual regardless of gender, gender identity, classification, background, qualifications, skills, or other characteristics.
- Support workplace gender equality by treating everyone equally and fairly.

KRA 4 – Safety

Employee Responsibilities:

- Take reasonable care for your own safety.
- Act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all health and safety and injury management legislative requirements.
- Comply with SYC Health, Safety and Environmental policies and procedures.

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- Report all hazards, incidents, injuries, unsafe acts or conditions in line with SYC procedures.
- Comply with any reasonable instruction.
- Cooperate with measures introduced in the interests of workplace health and safety.
- Participate in any health and safety training allocated and follow the instruction and advice provided.
- Correctly use any personal protective equipment and safety devices provided.
- Do not intentionally or recklessly misuse or interfere with anything that has been provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

Manager Responsibilities

As per all employee health and safety responsibilities *and* including:

- Ensure risk management activities in your area of responsibility are implemented, regularly monitored, and maintained.
- Ensure health and safety reporting is completed and provided in a timely manner.
- Respond to hazard and incident reports and ensure investigations are conducted promptly and appropriate corrective actions implemented.
- Participate in health and safety consultation activities and ensure employees are provided with relevant health and safety information.
- Ensure all employees follow emergency procedures.
- Ensure all employees are provided with information, instruction, training, and supervision to perform their work duties effectively and safely.
- Ensure injury management procedures are implemented effectively and return to work programs are followed.
- Report to Management any matters which affect the health and safety of the work environment or the effective operation of the health and safety system.

Qualifications and Experience

- Proven experience in managing and leading a successful result driven team in a contract compliance environment is highly desirable.
- Proven experience in the Employment Services Industry is highly desirable.
- Experience working directly and effectively with key internal and external stakeholders, including management, employers, and industry representatives is highly desirable.
- A tertiary qualification in business, management or other relevant discipline is desirable.

Skills and Knowledge

Able to effectively demonstrate the following skills:

- Leadership:
 - Lead a team and work in a collaborative team environment, along with a willingness to share information/knowledge with others.
 - Plan, organise and establish a course of action for self and others to accomplish specific goal(s) and achieve quality outcomes.
 - Inspire employees in the team to share ownership for achieving objectives and creating a stable and productive work environment.
 - Provide timely and constructive feedback to employees and peers and support the professional development of employees.
- Manage change and innovation in service provision and support continual improvement.
- Time management and organisation skills, able to plan and coordinate resources to meet service delivery and business needs and successfully achieve set targets within deadlines.
- Interpersonal, conflict resolution and negotiation skills along with the ability to identify innovative and lateral solutions to problems.
- Communication:
 - Written and verbal, including the ability to produce written documentation of a high quality, including emails and reports.
 - Able to grasp complex concepts and to communicate clearly and concisely to others.
 - Able to build and maintain positive working relationships with key internal and external stakeholders, including management at all levels.
 - Engagement skills and the ability to develop effective cross-cultural relationships and be respectful and responsive to the needs, values, and experiences of others.
- Computer literacy including the use of Office365 software.

Able to demonstrate working knowledge and understanding of:

- Government Employment Services, contractual requirements and KPIs.
- Health and Safety legislation.

Key Attributes

- Demonstrates high level of honesty, integrity, and confidentiality.
- Willingness to take responsibility for decisions and actions.
- Shows respect and sensitivity towards people from diverse cultural backgrounds, and a willingness to learn, be flexible and adapt one's approach to suit the environment.
- Demonstrates awareness of one's own culture, values, and biases and how these may affect interactions with others.
- Able to handle workplace pressure in a way that maintains stable performance and workplace morale.
- Able to maintain reasonable levels of energy and to be efficiently productive over extended periods when necessary.

Competency Profile



Special Requirements / Conditions:

- To hold and maintain the applicable state clearance to work with children is an essential requirement for this role and continued employment with SYC.
- Some out of hours work and intrastate travel may be required.
- Possession of a current valid Driver's Licence and willingness to drive is essential.
Where a motor vehicle allowance is paid for the use of the employee's personal vehicle for work purposes, the employee's vehicle used must have a safety rating of 4 or 5-star ANCAP or EURO-NCAP to be used for SYC business purposes.
- Prepared to work from, or be located at, any SYC site is required.