

Role Description

Business Manager

Inclusion and Diversity

We all have a role in making our workplace one that embraces and values diverse backgrounds, perspectives and life experiences, creating a workplace where [we all belong](#).

Reasonable adjustments may be discussed with your manager, approved and documented to support and promote human rights and diversity across the workforce.



Job Evaluation No. **17079** Content Manager No. **17/50037**

Work Unit **Regional Operations**
Early Childhood and State Schools Division

Location **Rockhampton**

Classification **AO6 Qld Public Service Officers and Other Employees Award - State 2015**
36 ¼ hour week

Job Type **Permanent Full-time**

Salary Range **\$114,115 - \$121,875 per annum**
Salary is reflective of full-time employment (1.0FTE)
Plus superannuation contributions of up to 12.75% of your annual salary.

Your employer

The Department of Education (DoE) is committed to delivering responsive services focused on equity and excellence to Queenslanders and their communities. We promote equity and excellence by our commitment to respect, protect and promote human rights. Our objectives are: a strong start for all children, every student realising their potential, fair and safe workplaces and communities, capable people delivering our vision. Our vision is one of equity and excellence in a progressive, high performing education system that realises the potential of every student.

For more information about the department, please visit our website at www.qed.qld.gov.au

Your opportunity

As the Business Manager, you will:

- Provide regular strategic advice and manage the development and delivery of a range of corporate services in accordance with department policy. In line with the school workforce plan as determined by the Principal, lead and inspire the direction setting, development of services, enhancement of school support staff skills and supervision of a diverse and multidisciplinary support staff workforce.
- Actively participate in school management team decision making processes with regard to the provision of corporate services to support school operations and seek out opportunities to challenge existing business services processes, recommending alternative approaches that drive process improvement.

The Business Manager reports to the Principal and liaises with Deputy Principals, Heads of Department and Curriculum Coordinators.

Your role

Responsibilities include:

- Demonstrate considerable autonomy and play an important role in providing advice which dictates business service delivery outcomes, inspires change and models best practice. Manage conflicting priorities to ensure strategic and sustainable business services outcomes.
- Work in a specialised environment, requiring the development of operational methods, policies, practices and standards to support the school's administrative function, and where problem resolution is frequent (demanding the conceptualisation, identification and development of ideas, detailed analysis of alternative courses of action and devising action plans to overcome the challenges of a complex school environment).

- Lead and manage human resources for school support staff (through the identification of emerging talent, promotion of excellent performance outcomes and mentoring individuals to achieve their professional potential); and oversee a breadth of activities (e.g. recruitment, induction, training, vacancy processing, skill gap analysis, performance management, rehabilitation processes). In collaboration with the Principal, lead change management and provide strategic workforce planning (e.g. identify future staff skill requirements and transformational future workforce trends, organise skills development and mentoring to ensure appropriate level of capacity available in the present and future). Provide strategic solutions to human resources issues that are routine and non-routine in nature.
- Manage, monitor and deliver financial processes, including preparation and reviewing of the school budget and performance reporting. Provide specialised financial management advice and strategies; oversee financial activities and ensure compliance with legislation and policy. Work with the Principal to advise on, and recommend changes to existing financial practices based on financial analysis and research into best practice.
- Lead the management, building and maintenance of school facilities and resources for Direct to Market schools, and project manage as required. Advise the Principal, school management team and school community on facilities issues (e.g. manage the Minor Works, grounds maintenance, and grounds improvement budgets; negotiate with external contractors; oversee school maintenance and asset registers).
- Manage the provision and application of resources to support the strategic direction of the school in a dynamic environment, achieve objectives and set service delivery benchmarks; ensure existing and adapted systems and operations contribute to inspiring outcomes; and utilise cutting-edge information and technology (e.g., apps, ipads).
- Communicate with internal and external stakeholders (e.g. school and departmental staff, parents, students, and community members) in a way that encourages cooperation in complying with technical, business and administrative requirements; provides information and advice in line with school policies and/or Principal directives; and demonstrates empathy and sensitivity for student welfare and development. Proactively foster a positive team culture focused on service delivery excellence and collaboration. Interpret departmental policies for others and oversee provision of training and professional development for school support staff. This will require the ability to lead and inspire, negotiate, persuade and influence.
- Act as a leader within formal and informal school and community networks, inspiring the network to nurture an innovative learning environment, identifying and implementing best practice from outside networks. Act as a reference point for others, negotiating and influencing with a range of stakeholders to establish innovative directions in a complex school setting.

Other responsibilities (as required)

- Other suitable duties, consistent with the duties and responsibilities of the position as directed by the supervisor or nominated delegate.

A mandatory requirement of this role is:

- In accordance with the [Working with Children \(Risk Management and Screening\) Act 2000](#) a person is prohibited from working in regulated child-related employment unless the person holds a current Working with Children Check clearance (blue card) issued by Blue Card Services.

Competencies – How you may be assessed

[Leadership Competencies for Queensland](#) describes what highly effective, everyday leadership looks like in the public sector. In simple, action-oriented language, it provides a common understanding of the foundations for success across all of our roles within the department.

Vision:

- Leads strategically – thinks critically and acts on the broader purpose of the system.
- Stimulates ideas and innovation – gathers insights and embraces new ideas and innovation to inform future practice.
- Leads change in complex environments – embraces change and leads with focus and optimism in an environment of complexity and ambiguity.
- Makes insightful decisions – makes considered, ethical and courageous decisions based on insight into the broader context.

Results:

- Develops and mobilises talent – strengthens and mobilises the unique talents and capabilities of the workforce
- Builds enduring relationships – builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes.
- Inspires others – inspires others by driving clarity, engagement and a sense of purpose.

- Drives accountability and outcomes – demonstrates accountability for the execution and quality of results through professionalism persistence and transparency.

Accountability:

- Fosters healthy and inclusive workplaces – fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised.
- Pursues continuous growth – pursues opportunities for growth through agile learning and development of self-awareness.
- Demonstrates sound governance – maintains a high standard of practice through governance and risk management.

Additional information

- This role description works in conjunction with the Candidate Information Package.

Work Profile

Business Manager (A06)

The ability to perform all tasks is dependent on the employee's fractional hours. The following is an indicative, rather than exhaustive list of activities that the role may be expected to lead, in addition to the activities outlined in the role accountability section of this document:

Finance

- Support the Principal in the administration and management of a school budget valued at between approximately \$0.45Million (M) and \$2.5M for Primary Schools; between approximately \$0.9M and \$3.7M for Secondary Schools and between approximately \$0.7M and \$1.8M for Special Schools.
- Provide financial management advice and strategies to the school management team to ensure the sound management of school funds in accordance with school operational plans.
- Coordinate and implement administrative and information management systems and processes for the efficient and effective planning.

Human resources

- In collaboration with the Principal lead the change management processes and manage the development and implementation of the school support staff Workforce Plan to ensure ongoing provision of appropriately trained human resource capacity to support the school operations. Identify future staff skills requirements, organise skills development and mentoring to ensure appropriate level of capacity available, including provision for staff succession.
- Manage the day to day operations of school support staff including organising vacancy processing, chairing recruitment and selection panels, induction and training and ensuring human resource practices conform to current standards and practices and that awards and conditions are met.
- Research and provide corporate advisory services in the school on a variety of human resource management practices, including employee relations, workplace health and safety, occupational rehabilitation, payroll anomalies, contractual procurement purchases and project management.
- Collaboratively manage Managing Unsatisfactory Performance (MUP) processes and assist with rehabilitation processes for school support staff personnel.

Facilities/asset management

- Provide strategic facilities management advice to principal, school management team and school community.

Administration

- Develop the strategic direction of and manage provision of administrative support to school operations in accordance with departmental policies.
- Manage the corporate information systems including financial and human resource reporting processes.

Management

- The Business Manager manages the provision and application of resources to support the strategic direction of the school ensuring:
 - The service management achieves school and system objectives.
 - The optimal use of resources achieves quality outcomes.
 - The developed systems and operations contribute to effective management.
 - The utilisation of information and technology for effective administration.

Leadership

- The Business Manager adopts a whole of school strategic approach by nurturing a continuous learning environment and facilitating a quality corporate service that support schools goals.

Communication (people and partnerships)

- Actively participate in school management team decision making processes with regard to financial management issues and provision of corporate services to support school operations.

- Liaise with departmental officers and community representatives to ensure the provision of corporate services within and to the school is appropriate and in accordance with equity, probity and legislative requirements.
- Establish networks and liaise with other Business Managers and corporate service personnel to enhance individual school operations and provide advice and feedback for improvements in communication protocols and systematic services.

Outcomes

- The Business Manager supports students showing concern for their welfare and development and treating them with respect.
- Working with staff, the Business Manager acknowledges and affirms effective performance and is supportive of performance improvement.
- These facilitate and drive:
 - The development and implementation of work responsibilities to support school personnel.
 - The integration of activity that is connected to future application.
 - The monitoring and review of all services and their operation.
 - The enhancement of a client service approach.

Accountability

- The Business Manager drives corporate services, aligns activities to relevant departmental policy and procedure, utilises experience, knowledge, best practice and historic data to improve business services within the school.
- Identification of the developmental needs of staff and coordinate the delivery of staff training and development.