



NATIONAL OPERATIONS MANAGER

JOB & PERSON SPECIFICATION

FEBRUARY 2019

National Operations Manager

Reporting to: Chief Executive Officer
Supervisory Duties: State Managers, National Business Development Manager and National Administration Centre Manager

Position Objective

The National Operations Manager is responsible for managing Workskil Australia's National Operations in accordance with Workskil Australia's national standards and directions. This is a critical role for the success of Workskil Australia and will require exemplary leadership, management and communication skills. It will also require an ability to implement and manage operational complexity, complex processes, a strong understanding of business risk, strong people management skills and the ability to achieve the strategic goals of the business.

Job Responsibilities

- Ensure the high quality delivery (performance, compliance and financial) of operational services (including jobactive, Disability Employment Services, Transition to Work and other funding contracts), including the consistent delivery of national services.
- Ensure the efficient delivery of services across the National Administration Centre to support the delivery of funding contracts.
- Oversee the delivery of business development activity in accordance with the service delivery models of each operational service, and identify and assess business development opportunities consistent with Workskil Australia's Strategic Plan.
- Coach, mentor and motivate direct reports to support a high performance culture across all services.
- Determine and document key operational documents and system requirements to ensure nationally consistent and compliant business processes, with the assistance of the with Business Improvement team.
- Engage with Performance and Training, and Learning and Development staff to ensure operational staff are adequately trained to deliver their roles.
- Manage and review reports to identify opportunities for improvement and ensure Key Performance Indicators (KPIs) are met.
- Implement and manage national supply arrangements for key operational services to ensure consistent and appropriate delivery against requirements.
- Implement projects, initiatives or business changes in a timely, professional and appropriate manner to ensure staff and stakeholders understand requirements and business needs are met.
- Such other functions as may be directed by the Chief Executive Officer from time to time.
- Adhere to the Quality and Safety Management System and assist with continuous improvement activities.

Qualifications, Skills and Experience

Minimum Requirements

- **Experience** – Significant managerial experience of at least five years in Employment Services or a related industry. Demonstrated ability to work effectively with a culturally diverse range of clients, employers and staff. Project management and implementation experience. Experience or knowledge of risk management and internal audit.
- **Skills** – High level of interpersonal, oral and written communication skills, including the ability to produce business documentation to a high standard. Ability to interpret complex legislation, policy and procedure and ensure compliance services are operating. Strong skills in data entry, the Microsoft Office suite, particularly Excel, and ability to type a minimum 30 words per minute. Ability to negotiate



National Operations Manager

and manage complex contractual arrangements. An ability to cope in a fast moving work environment, with a constantly changing business model.

- **Qualifications** – Undergraduate qualifications in management or a related field (e.g. Business Management, Human or Social Services, Marketing). Must hold current driver's licence.
- **Other** – Must possess a willingness to undertake interstate/interstate travel on a regular basis.

Desirable Requirements

- Knowledge and/or experience working in senior employment services, recruitment or labour hire industry.
- Knowledge and/or experience working in within the not-for-profit sector.

Employment Conditions

Salary Level – as per employment contract.



HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit henderconsulting.com.au to apply.

For a confidential telephone discussion, please call Christian Gaszner on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.