



**EXECUTIVE MANAGER, SERVICE DELIVERY EXCELLENCE**

**JOB & PERSON SPECIFICATION**

**MAY 2022**

**Position Title:** Executive Manager, Service Delivery Excellence  
**Department:** Executive Team  
**Reports To** Chief Executive Officer (CEO)

**Purpose of the Position**

The Executive Manager, Service Delivery Excellence (EM, SDE) is responsible for leading the delivery of commercial services at Autism SA. The EM,SDE will implement operational requirements in alignment with approved strategy, budgetary, regulatory and legislative requirements, and drive service delivery excellence practices that promotes organisation culture and vision and sustainable growth. The role of EM, SDE contributes to the development, monitoring and achievement of Autism SA’s broader strategic objectives. As part of the Executive Leadership Team this role will monitor and develop strategies to continuously improve organisational performance and long-term financial sustainability,

**Key Performance Indicators**

1. Behaviours and communication that consistently demonstrates alignment with Autism SA’s values and commitment to workplace safety.
2. Achievement of performance goals derived from the department’s objectives as aligned with Autism SA’s organisational strategy.

**Scope of the Position**

Reporting to the CEO, the role is responsible for the continuous review, planning and integration of client services. Development of a sustainable, contemporary and innovative business is a key expected outcome of the role. The direct reports include Business Operations Manager(s) across all service delivery areas (including CSI, HLL, Therapy Services and Early Intervention). The EM, SDE will work collaboratively as a member of the Executive Leadership Team in providing professional leadership, prudent management and professional judgement in the development of the organisation direction and then execution of the same for client services . This position will play an integral role in fostering and developing links between other internal service delivery teams, other areas of the business and external stakeholder networks

**Key Responsibilities**

- To establish and embed sustainable and enterprising business models, policies and practices that facilitate considered strategic growth and service delivery excellence. Accomplish service delivery strategies by determining accountabilities; communicating and enforcing values, policies, and procedures; implementing recruitment, selection, orientation, training, coaching, counselling, disciplinary, and communication programs; planning, monitoring, appraising, and reviewing job contributions; and planning and reviewing compensation strategies.
- Develop and deliver against annual business unit operating plans which sets comprehensive goals for performance and growth underpinned by the Strategic Plan.
- Develop and prepare reporting to capture business critical information which informs and influences service delivery strategies and addresses lead strategic indicators.
- Manage, monitor, and review the achievement of goals and objectives in the business unit operational plans.
- Provide a proactive approach to operational change in response to major service reform.
- Strategically plan, implement, manage, review and evaluate complex programs, projects and initiatives with a focus on achieving outcomes and leading continuous improvement and change.
- Provide quality, person centered services to clients ensuring that services are well planned, effective in meeting needs and provided at the best possible level of quality.
- Develop, coach and mentor staff to build a high performing team with a commitment to shared goals.
- Implement consistent processes and procedures that are responsive to both individual requirements and government changes across all areas of operation. This includes customer engagement, budget development and operation, management of staff and physical resources and interaction with funding

providers.

- Maintain control and the efficient, effective and sustainable operations of the service delivery business unit areas.
- Ensure that all services are adequately resourced and responsive to the needs of clients and their families and employ sound service support practices.
- Engage other members of the senior management team to facilitate cross-department collaboration that ensures that all financial and commercial solutions positively support Autism SA's evolving strategy, operational delivery, and data collection needs.
- Evaluate performance by analysing metrics and interpreting data and lead employees to encourage maximum performance and dedication
- Write and submit reports to the CEO in all matters of importance

## Special Requirements

- Reasonable additional hours of work may be required
- Availability to work flexibly
- Occasional intra/interstate travel may be required
- Responsibilities and requirements of this new role will be reviewed as the role evolves over the first 3 months for the purpose of refinement

## PERSON SPECIFICATION

### Qualifications

- Relevant degree, preferably at postgraduate level, and extensive relevant experience, or an equivalent level of knowledge gained through any combination of education, training and/or experience

### Registrations, Licences and Clearances

- Satisfactory NDIS worker screening check
- Satisfactory Child Related Employment Screening or Working with Children Check (facilitated through DHS)
- Satisfactory National Police Check
- Drivers Licence (C class)

### Experience, Knowledge and Skills

- 3-5 years management experience in an executive leadership role operating under limited direction and with high accountability, with relevant or transferable industry experience in a medium to large organisation.
- Significant general management experience including a thorough understanding of organisational effectiveness across governance, strategic development and planning, budgeting, analysis, finance, and information systems.
- Strong financial and commercial acumen with advanced analytical and problem-solving skills.
- Demonstrated experience in change management and process improvements in a complex high demand service environment and managing key business aspects including resourcing and rostering models, people logistics and cost structures.
- Experience in business growth through strategic business development activities, product development, service bundling, contract procurement, tender applications, community engagement.
- Outstanding interpersonal and leadership skills including demonstrated experience in communicating with a broad range of staff and community stakeholders. Skills include communication regarding sensitive and confidential issues, presentation and negotiation.
- Mature and proactive, with evidence of having worked as a true business partner to the chief executive of a similar sized organisation.
- Strong analytical skills and experience interpreting a strategic vision into an operational model.
- A collaborative and flexible style, with a strong service mentality. Needs to be seen as a team player who is committed to lifelong learning.
- A hands-on manager with integrity and a desire to work in a dynamic, mission-driven environment.
- An effective communicator, with strong oral and written skills.



# POSITION DESCRIPTION

- Strong commitment to developing team members.
- Proficiency with CRM, word processing, and spreadsheets.
- Excellent people skills, and exemplary work ethics
- Demonstrable competency in strategic planning and business development
- Demonstrated commitment to the industry with a passion for Autism SA mission.



## HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit [henderconsulting.com.au](http://henderconsulting.com.au) to apply.

For a confidential discussion, please call on (08) 8100 8849.

### **Please Note**

Your application will be automatically acknowledged by a return email.