



CHIEF OPERATIONS OFFICER – LABOUR HIRE

JOB & PERSON SPECIFICATION

APRIL 2021



Position Title:	Chief Operations Officer – Labour Hire
Department:	Labour Hire

ORGANISATIONAL INFORMATION

MADEC is a successful not for profit and charitable organisation, with a proud 50 year history of providing relief to people experiencing poverty or distress. Through our four core business units;

- Employment Services
- Education and Training
- Labour Hire
- Harvest

We recognise the importance of self-worth and self-fulfilment and we recognise that those who are, or may be, disadvantaged, need and deserve our help.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our clients. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients

Labour Hire and Seasonal Worker Programme

MADEC offers a comprehensive labour hire service across many industries including wineries, viticulture, labouring, mining, retail, processing, hospitality, horticulture, construction, local government, and tourism.

MADEC continues to be a large approved employer under the Seasonal Worker Programme (SWP), an initiative of the Australian Government, since its pilot programme in 2008. The SWP aims to provide relief to people experiencing poverty and disadvantage from Pacific Island countries and Timor-Leste by providing employment opportunities with Australian employers in selected industries/sectors.

The SWP also has the dual benefit of providing employers with a reliable return workforce sourced to assist in meeting unmet labour demands, when there is not enough local Australian labour to meet seasonal demand.

PRIMARY PURPOSE OF ROLE

Reporting to the Chief Executive Officer, the Chief Operations Officer – Labour Hire (LH) will have overall strategic and operational responsibility for the delivery of Labour Hire services. This role will provide leadership to operational managers and the central support team to ensure business growth and sustainability, excellence in service delivery of LH solutions, compliance to legislation and licencing requirements, and establish sound practices and processes to support the LH division achieve its performance objectives.

Direct Reports to this Role	Total Number of Reports
X Regional / State Managers	
X Account Managers	
1 x Business Manager	
1 x WHS Co-ordinator	
1x Finance &n Payroll Manager	

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Key Relationships	
Internal	Reports to the Chief Executive Officer Members of the Corporate Services team LH operational & central support staff
External	Host employers Industry bodies Business, industry and community representatives Union organisation representatives

KEY RESPONSIBILITIES / DUTIES	
Strategic Planning	
Develop the strategic business plan for the Labour Hire division with a focus on business growth, commercial sustainability and the capability to delivery high quality and compliant services.	
Implement, drive and review the achievement of the strategic plan including the management and allocation of assets, human and other resources to achieve operational and financial objectives.	
Monitor external environment and pre-empt or respond to changes to industry or market place and put in place plans to address and/or protect the interests of the business.	
Participate in executive management team decisions on the direction and management of the division including the setting and achieving targets and KPIs.	
Management of Labour Hire division	
Ensure the financial viability of all LH assignments, reviewing financial performance against operational budgets and developing plans to improve performance.	
Drive operational performance of the business unit to ensure revenue and profitability is in line with, or exceeds budget expectations.	
Diagnose current performance, develop and execute business strategies across the division that will ensure the success of the business unit.	
Achieve operational outcomes through state and regional leaders, by establishing performance goals, analysing performance data, and addressing gaps via performance management processes.	
Collaborate with other business units and external parties to provide high quality service and build and maintain mutually beneficial business partnerships.	
Actively seek and explore opportunities for business growth and development.	
Provide operational reports providing business unit results, challenges and solutions, risks and opportunities.	
Identify opportunities to leverage cross-program strengths to take advantage of new opportunities and/or to address organisational challenges.	
Ensure an effective policy and procedural framework is in place across the organisation that supports a consistently high standard of service delivery and complies with legislative requirements and contract obligations.	
Develop process to maintain all necessary labour hire contractual information (including Client Service Agreements, Employment Contracts etc.) to ensure legislative and commercial considerations are known and met.	
Industry and Government Relationship / Consultation	
Develop new and maintain existing strategic relationships with stakeholders, clients and key associations.	

Collaborate and actively partner with other labour service providers, employment service providers etc. to ensure effective provision of labour services
Manage relationships with foreign and domestic Government delegates to ensure success and future growth of the Seasonal worker Program.
People Management
Build a highly skilled and engaged team who adopt innovative approaches to problem solving, business building and implementation of service to achieve targets.
Provide practical operational support to operational managers.
Ensure models of accountability are upheld and performance gaps are identified and resolved accordingly.
Reporting and Compliance
Implement and lead a continuous quality improvement process throughout the division and central support areas, focusing on systems/process improvement.
Monitor, measure and report on operational issues, opportunities and development plans and overall performance within agreed formats and timeframes.
WHS responsibilities
Develop and maintain a comprehensive WHS system for on-hire services, including risk management policies, safety programs, training, and auditing practices.
Provide safety leadership by; <ul style="list-style-type: none"> ▪ Understanding of the application of WHS system, policies, and procedures; ▪ Inform and coach direct reports and clients of safety obligations and on-hire WHS requirements; ▪ Actively engage with clients and direct reports on matters relating to WHS; ▪ Participate in and action JSAs, risk assessments and workplace inspections in line with MADEC policy framework; ▪ Address and implement control measures as required; ▪ Promote safe working practices and behaviours.
Administration and Reporting
Develop and maintain sound systems and processes to ensure contractual compliance.
Implement policies, procedures, systems and processes to facilitate the effective management and reporting of contract performance and other measures.
Allocate, monitor and control resources within the business unit and budget in accordance with current financial and personnel delegation limitations.
Provide monthly management reports for CEO on business activity, risks, financial performance etc.
Respond to media enquiries under direction of the CEO
Corporate responsibilities
Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.
Participate fully in staff appraisal and professional development review processes.
Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.
Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.
Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.
Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

Qualifications and Experience:

	Essential	Desirable
Qualifications / Certificates	<p>A current drivers licence.</p> <p>National Police Check</p>	<p>Business Management Degree or equivalent experience.</p>
Experience:	<p>At least 10 years of experience, with a minimum of 5 years, in a senior leadership role, preferably within the recruitment consulting or labour hire sectors.</p> <p>Experience managing multiple sites across a broad geography.</p> <p>Strong relationship builder and communicator with experience leading diverse work teams, developing an organisation-wide strategy for program excellence, engaging business partners, and partnering with a CEO and Board of directors.</p>	<p>Business to business sales</p> <p>Experience delivering outcomes of funded contract arrangements</p>
Skills:	<p>Action-oriented, entrepreneurial, flexible, and innovative approach to operational management.</p> <p>Excellence in organisational management with the ability to coach senior-level staff to manage and develop high-performance teams and develop and implement program strategies.</p> <p>Experience in budgeting and financial management.</p> <p>Track record of effectively leading a business unit with a complex array of programs with the ability to leverage strengths across program areas; excellent project management skills.</p> <p>Analytic and decisive decision maker with the ability to prioritise and communicate to staff key objectives and tactics necessary to achieve organisational goals.</p> <p>Unwavering commitment to data-driven performance analysis and evaluation with a focus on practical solutions that drive performance.</p> <p>Strong written and verbal communication skills; a persuasive and passionate communicator with excellent public speaking skills.</p>	

Competencies	<i>All employees must:</i>
Adaptable	Maintain focus and productivity in changing environments, responsibilities and people. Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	Communicate effectively and transparently. Engage and inspire other through clear oral and written communication.
Customer focus	Ensure our internal and external customers/clients are at the forefront of our minds in all that we do. Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.
Integrity	Be authentic. Maintain personal credibility and uphold ethical standards. Fosters respect for all individuals and points of view. Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.
Team Work	Work cooperatively and effectively with others to achieve department and organisational goals. Participate in building group identity characterised by trust, pride and commitment. Build strong intra and inter department relationships and partnerships to ensure business success.

Competencies	<i>People Leaders must:</i>
Establishing Focus/Setting Direction	Ensure that people in the unit/ department understand how their work relates to the organisation's mission, vision and values. Acts to align own unit's goals with the strategic direction of the organization.
Partnering and Networking	Build and maintain strong partnerships internally and externally that are mutually beneficial. Builds and maintains relationships (internally and with key external groups) that support and improve personal/team effectiveness.
Leadership	Links vision to goals/objectives, influences others, models the way and is a source for encouragement. Actively seeks positive change for organization by capitalizing on opportunities.
Managing Change	Lead people through change to deliver upon outcomes and business requirements.
Delivering results	Understand the business and executes business plans to maximise performance. Plan effectively to deliver results and take accountability of self and team for delivery on expectations.

Communicating with Influence	Engage and inspires both direct and indirect staff through clear and persuasive communication. Collaborate and negotiate successful outcomes across business units.
Analysis and Problem Solving	Source and use information effectively to identify problems and offer sustainable solutions.
Continuous Improvement and Innovation	Improve the efficiency and quality of existing processes and systems to create new opportunities.

At MADEC We Are

Accountable

We do what we say we will do and are responsible for our actions.

Authentic

We remain true to our core purpose. We are honest, trustworthy and transparent.

Courageous

We act ethically and stand up for what is right, just and fair.

Passionate

We believe in what we do and will not waver in our commitment to achieving expected outcomes.

Inclusive

Everyone matters, we are “all” community.

Excellence

We are committed to continuous improvement in all we do.



HOW TO APPLY

Applications should be addressed to Justin Hinora. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.