

Job title	Corporate Services Team Leader
Department	Corporate Services
Line reporting	i. Chief Executive Officer (CEO)
Direct reports	Six direct reports, two indirect
Hours/tenure	Permanent Part-time, minimum 35 hours per week
Award classification and grade	Social, Community, Home Care and Disability Services Award 2010 (SCHADS) – Social & Community Services Employee Level 6, Paypoint 1
Salary packaging available	Yes
Location of work	88 King Street, Gloucester
Position description created/reviewed	Created March 2022 for ongoing review

Vision

Connecting Our Community

Mission

Working together to connect people with supports and services, enhancing their quality of life

Values

Respect: Cultivate professional relationships through respectful communication and by consulting with people on issues which concern them

Commitment: We are committed to achieving the best possible outcomes for our clients and community

Integrity: Conduct ourselves with honesty, acknowledging the trust our clients and community place in us

Equity: Operate with fairness and impartiality, consistently implementing transparent processes which celebrate diversity

Independence: We enable our clients and community members to access supports and services which foster their developing or continuing independence

Position purpose

The role of the Corporate Services Team Leader is to coordinate and manage the Corporate Services Team of Bucketts Way Neighbourhood Group Inc. (BWNG) to ensure it runs seamlessly and efficiently. The Corporate Services Team Leader will be the direct report for:

- Reception
- Finance
- Human Resources
- Marketing and IT
- Work Health and Safety and Quality Assurance

The Corporate Services Team Leader receives guidance and direction from the CEO, and is primarily responsible for fulfilling the various roles associated with this position. It is expected that the employee will actively participate in the process of professional supervision and will seek and participate in internal and external professional development opportunities.

Key responsibilities

Role specific

- Oversee the Corporate Services Team, WHS and QA, Finance Team daily operations
- Oversee the training and development of staff and volunteers
- Direct, manage, and develop the capacity of administrative staff to facilitate smooth business operations and the provision of accurate and timely information
- Provide support and advice to the Corporate Services Team
- Oversee the development and maintenance of BWNG's policies and procedures
- Development of organisational financial documents, including Board of Management Reports, balance sheets, profit and loss sheets and budgets
- Knowledge, understanding and use of BWNG's intranet systems and government portals
- Ensure staff and volunteers adhere to BWNG's operational policies and procedures
- Actively seek and apply for grants and tenders
- Ensure Corporate Service activities align with BWNG's Strategic Direction
- Ensure compliance with audit, tax and other legislative requirements

General

- Demonstrate professional relationships, reliability, punctuality and professionalism in all work-related tasks
- Demonstrate appropriate and regular communication with BWNG staff, volunteers and clients
- Understanding of, and commitment to, BWNG's Vision, Mission and Values
- Ensure payroll administrative paperwork is submitted by the allocated due date
- Adhere to all policies, procedures and work instructions, including the Code of Conduct, Code of Confidentiality, and Work Health and Safety procedures
- Display high levels of integrity, approachability, empathy and responsiveness
- Attend staff appraisals
- Attend and contribute to staff, team and other meetings as required
- Adhere to accountabilities under BWNG's delegations policy
- Cooperate in general housekeeping duties such as answering phones and greeting visitors to the organisation

Communication

- Excellent verbal and interpersonal communication skills
- Promote and maintain effective communication channels between all personnel
- Ability to manage relationships, motivate, and lead groups of people at various levels

Documentation

- Maintain up-to-date and accurate documentation
- Ensure all documentation is legible

Work Health and Safety (WHS)

BWNG employees are responsible for and commit to:

- Representing the Corporate Services Team on the BWNG WHS Committee
- Taking reasonable care for their own health and safety and for the health and safety of other people, including people who work under their supervision or direction who may be affected by their acts or omissions in the workplace
- Actively participating in health and safety training where required
- Contributing to the development and implementation of safe systems of work
- Cooperating with instructions, supporting and promoting work health safety within the workplace and while engaged in BWNG activities

Key Performance Areas (KPIs)

Communication	• Minimum monthly meetings with CEO to discuss job progress, outstanding tasks and issues, and any other pending requirements. • Timely responses to CEO regarding requests, information sourcing and any other directives, generally one week. • Minimum monthly formal communication with direct reports. • Timely responses to emails, queries and concerns from direct reports, generally one week.
Organisation	• Effective time management to complete tasks efficiently and within required timeframes. • Maintain documentation regarding performance and appraisals of direct reports.
Collaboration	• Collaboration internally with direct reports regarding roles and program development, defining goals, implementing strategies, conflict resolution. • Collaboration externally with other service providers, government representatives, local service clubs, etc.
Support	• Providing support to the CEO with tasks such as general administrative tasks, problem solving, strategic planning, etc.
Documentation	• Preparing financial reports for the CEO and Board of Management / Finance Committee, including budgets, balance sheets and profit and loss sheets. • Preparing financial reporting requirements as deemed for compliance, regulation frameworks and grant acquittals • Participate in the implementation of BWNG's Strategic Plan. • Seek and apply for grant opportunities. • Assist in the development and review of organisational policies and procedures.

Key challenges

- Ability to be organised, to prioritise work schedules and respond to multiple issues
- Ability to lead a team in a busy environment

Key relationships

Internal

Corporate Services Team:

- Leading and directing the Corporate Services Team to ensure efficient daily operations

CEO:

- Taking direction and fulfilling tasks to the required standard
- Reporting and maintaining communication regarding role requirements, concerns or training needs

External

BWNG staff and volunteers:

- Contribute to a professional working relationship and attend to tasks as directed

BWNG clients and community:

- Provide informative and accurate information in a courteous and professional manner
- Liaise with various external agencies such as government departments and local community members

Key selection criteria

Essential

Qualifications:

- Relevant qualifications in Management or relevant discipline
- Professional qualification in Accounting

Skills:

- Proven success in implementing strategic plans
- Vast experience working in senior management in a team leader role
- Vast experience working with MYOB
- Strong people management skills
- Strong financial understanding and background
- Strong attention to detail
- Excellent written and verbal communication skills, including the ability to effectively communicate with staff at all levels and members of the community from all walks of life
- Ability to be organised, to prioritise work schedules and respond to multiple issues
- Ability to work in a team environment with minimal supervision

Other:

- Current Class C Driver's Licence
- Criminal History Check
- Working With Children Check

Desirable

- Experience working with government portals
- Experience with the National Disability Insurance Scheme, Home Care Package, and the Commonwealth Home Support Programme
- Demonstrated communication and interpersonal skills, including the ability to deal with sensitive and confidential matters with integrity, tact and discretion
- Experience working with people from diverse, social and cultural backgrounds
- Experience working with aged people and people with disability, including physical, communication and cognitive impairments
- Ability to plan and coordinate tasks, make decisions using appropriate judgement and meet designated timelines

Position demands checklist

The purpose of this checklist is to manage any risk/s associated with this position and guide training requirements and environmental/equipment adaptation that may be necessary for the occupant of this position.

Frequency key:

R = repetitively

C = constantly

F = frequently

O = occasionally

Demands	Description	Frequency			
		R	C	F	O
Physical demands					
Kneeling/squatting	Flexion/bending at the knees, ankle, possible at the waist in order to work a low levels				X
Hand/arm movement	Use of hands/arms e.g. stacking, reaching, typing		X		
Bending/twisting	Forward or backward bending or twisting at the waist				X
Standing	Standing in an upright position without moving about				X
Driving	Operating any motor powered vehicle				X
Sitting	Remaining in a seated position during task performance	X			
Reaching	Reaching overhead with arms raised above shoulder height or forward reaching with arms extended				X
Walking/running	Walking or running on even surfaces	X			
	Walking on uneven surfaces				X
	Walking up or down steep slopes				X
	Walking whilst pushing/pulling objects e.g. office furniture				X
Climbing	Up or down stairs				X
Lifting/carrying	Raising/lowering or moving objects from one level/position to another, usually holding an object other than the ground				X
	Light lifting/carrying 0-9kgs				X
Grasping	Gripping, holding or clasping with fingers or hands	X			
Manual dexterity	Fine finger movements e.g. keyboard operation, writing	X			
Sensory demands					
Sight	Use of eyes as an integral part of task performance e.g. looks at screen or keyboard in computer operation	X			
Hearing	Working in a noisy area, e.g. high volume of people around while conducting work				X
Smell	Use of smell senses as an integral part of the task performance e.g. working with chemicals				X

Demands	Description	Frequency			
		R	C	F	O
Touch	Use of touch as an integral part of task performance e.g. washing dishes				X
Psychological demands					
Tasks involved interacting with distressed people				X	
Tasks involved interacting with people with mental illness/disability/cognitive impairment				X	
Exposure to chemical hazards					
Liquids	Working with liquids which may cause skin irritations if contact is made with skin for tasks such as washing dishes, cleaning chemicals etc. e.g. dermatitis				X
Working environment					
Lighting	Working in lighting that is considered inadequate in relation to task performance e.g. glare			X	
Temperature	Working in temperature extremes e.g. working in a cool room				X
Accident risk					
Surfaces	Working on slippery or uneven surfaces				X
Housekeeping	Working with obstacles within the area e.g. boxes on floor from deliveries				X
Manual handling	Manual handling tasks e.g. unpacking a stationary order				X

Acceptance

I have read and understood the Position Description and agree to abide by the same.

Employee name: _____ Signature: _____ Date: _____

Supervisor name: _____ Signature: _____ Date: _____