

# Role Description

<b>Role title:</b>	<b>Classification:</b>
Business Manager	ASO7
<b>Division/Business unit:</b>	<b>Reports to:</b>
Community and Family Services, Exceptional Needs Unit	General Manager, Exceptional Needs Unit

<b>Role purpose:</b>
<p>The Business Manager is a role within the Exceptional Needs Unit (ENU) and is accountable to the General Manager, ENU for:</p> <ul style="list-style-type: none"> <li>Leading and delivering high level business support and strategic advice to ensure the efficient functioning of the ENU.</li> <li>Managing all cross-functional issues affecting the ENU such as financial and human resources management, business processes, reporting, strategic planning and organisational improvement.</li> <li>Managing resources and risks effectively through developing best practice and quality assurance systems, operational standards and implementing risk mitigation strategies.</li> <li>Representing Community and Family Services as a key point of contact within the Department regarding budgeting and financial matters.</li> </ul>

<b>Key outcomes and accountabilities:</b>
<ol style="list-style-type: none"> <li>Monitor and analyse budgets and undertake monthly financial reviews and expenditure and budget variations to meet budgetary requirements.</li> <li>Implement and manage appropriate program management models to comply with relevant legislation and contractual requirements.</li> <li>Manage the financial management, procurement and contracting, and risk management strategies involved in program funding and management for national and/or state-wide programs.</li> <li>Contribute to the preparation of budget bids, Cabinet submissions, ministerial responses, briefing notes, presentations and executive documents.</li> <li>Manage and support project staff responsible for client service agreements and invoice processing.</li> <li>Deliver business systems and processes that support operational requirements and meet legislative and contractual requirements.</li> <li>Work with the General Manager to develop clear strategic plans around financial management for all functions of the ENU.</li> </ol> <p><i>Note:</i> Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.</p>

<b>Special conditions:</b>
<ul style="list-style-type: none"> <li>Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.</li> <li>Some out of hours work may be required.</li> </ul>

**Key Relationships/Interactions:**

- General Manager, ENU (line manager)
- ENU Leadership Team and staff
- Finance Directorate
- Leadership team, Communities and Justice
- Director, Communities and Justice
- Service providers and stakeholders

**Budget/Delegations:**

Financial Delegation Level 5 / Human Resource Delegations Level 5

**DHS expectations and values: (Organisational contribution)**

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.

**Role specific capabilities: (Skills, experience, knowledge, attributes)**

1. **Finance and Business Administration Experience** – Understand and apply financial and business administration processes to maximise efficiencies and effectiveness and minimise risk.
2. **Accountability and Decision Making** – Take responsibility for and demonstrate justifiable reasons for actions and decisions within area of responsibility, evaluating all available information and taking action in line with organisational policy and values.
3. **Focus on Results** – Challenge the status quo to deliver agreed goals and promote an overall strategic and results focus that meet organisational needs.
4. **Leadership and Management** – Provide direction and influential leadership to others to achieve identified desired outcomes.
5. **Relationships and Partnerships** – Develop and maintain productive working relationships with all levels of Government, agencies, client, and community groups. Develop and lead partnering initiatives and involve clients and stakeholders in local initiatives.
6. **Resource Planning** – Strategically plan, implement, evaluate, and review the use of all resources across the Business Unit.

**Qualifications:**

**Essential:** Tertiary qualifications in a business discipline and/or demonstrated relevant experience in a complex operational environment.

**Key leadership competencies and expected behaviours at this classification:**

**Promotes strategic thinking and change**

- Creates a shared vision and mission for the BU.
- Inspires and influences others to assume ownership BU goals.
- Leads teams in aligning their priorities within a broader organisational and political context.
- Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change.
- Identifies and analyses difficult and complex problems that have organisation-wide impact.

**Achieves objectives**

- Delivers results and improvements to meet BU objectives by translating ideas into concrete plans.
- Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs.
- Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous.
- Interprets and abides by the laws, regulations and policies determining BU activities.
- Takes accountability for team/BU success and manages others to achieve outcomes.
- Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement.
- Integrates technical expertise into the BU to achieve its objectives.

**Leads business excellence**

- Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives.
- Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met.
- Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching.
- Inspires innovation and ongoing learning, and plans strategically to meet BU goals.
- Drives outstanding customer service by enabling team members to anticipate client needs.
- Empowers others to use resources effectively.

**Builds genuine partnerships**

- Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals.
- Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions.
- Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion.
- Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels.
- Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders.
- Models inclusive behaviour and tailors communication style to meet the audience's needs.

**Models personal drive and professionalism**

- Maintains the highest level of integrity to embed ethical practice and organisation's values into the culture.
- Raises and challenges important issues constructively, and backs own judgement and actions confidently when challenged.
- Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.
- Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.
- Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.
- Establishes expectations and models best practice wellbeing and safety behaviours.

**Approval:**

Assessed by: Marie Shagar, Manager, HR Business Partnerships	<i>M Shagar</i>	Date: April 2023
Approved by: Mellanie Fernandez, Director, Communities and Justice	<i>M Fernandez</i>	Date: April 2023