

Position Description

Job Title:	Centre Manager	
Job Purpose	<p>The Centre Manager leads a diverse team and is hands-on in an operational role responsible for a team of staff, management of a portfolio of programs and related budget and performance measures. The Manager works with their Team Leaders to ensure the Centre staff are cohesive, effective and that:</p> <ul style="list-style-type: none"> • Processes and procedures are well known to all operational • People and other resources are optimally utilised in order to meet program KPI's • relationships with stakeholders are established and well maintained • Contract compliance is achieved <p>The Centre Manager will be responsible for delivering customer and client satisfaction, service quality, and the measurement of outcomes. The focus will be on:</p> <ol style="list-style-type: none"> 1. Maximising the potential capacity of service delivery hours for each program/service through the use of Calumo data and through effective collaboration, staffing and scheduling via Client Services. 2. Achieving evidence based positive client outcomes that meet organisational performance standards. 3. Ensuring that all client based practitioner activities are accurately recorded in Penelope. 4. Providing metrics data in order to evaluate the customer experience prior to, during, and following their contact with RANSW. <p>The Centre Manager ensures that the customer voice is heard, understood, and is at the forefront of decision making. This role has a specific focus on Customer Experience and ensuring that RANSW is positioned to deliver an outstanding Customer Experience from customer intake, engagement and on-boarding through to service delivery and case closure. Key to this is understanding and responding to trends within, and beyond, the sector.</p> <p>The position supports the GM Customer Services with developing, monitoring and achieving Annual Targets and ensuring strong governance, accountability, reporting and data accuracy.</p>	
Department:	Customer Services	
Position Type	Permanent – Full Time	Date of Issue: August 2019
Location	various	

1. Working Relationships	
Direct Reports & Role Scope	<p>Each RANSW Centre has a team structure that is specific for the location. The Centre Manager is supported by Team Leaders who lead frontline staff – either Practitioners or Administration/Client Service staff.</p> <p>Location specific information and organisational charts will be provided as required.</p>
Liases with	<p>Internally: Practice Quality and Innovation; Customer Services, People and Learning, Diversity Culture and Inclusion, Business Development, Business Transformation and Data, Finance, ICT and all employees across the organisation.</p> <p>Externally: Commonwealth/State Government Departments, Funding Bodies, Federation Members, Auditors, Community Organisations and other Stakeholders</p>
Manager	GM Customer Services

The following aspects of this role are indicative only and in no way limit RANSW in allocating additional accountabilities (specific tasks, projects or related activities) to the employee, within the scope of the employee's level of competence, experience, capacity, knowledge and qualification.

2. Core Responsibilities	Tasks	Measure
<p>2.1 Customer Focus</p> <p>We ensure that our customers receive responsive, effective and judgment-free services that are informed by evidence, with a focus on outcomes.</p>	2.1.1 Develop Annual Program targets for each program	All targets set and in Calumo by 1 July.
	2.1.2 Monitor practitioner performance against annual targets with Team Leaders and develop and implement strategies to address these gaps.	Annual targets met or Strategies developed to address gaps.
	2.1.3 Provide GM Monthly Reports on reasons for variance and strategies to address	Monthly GM report submitted on time
	2.1.4 Build constructive relationships with relevant program funding bodies through regular communication, account management and on time and accurate reporting	All reports to funding bodies are accurate and submitted on time
	2.1.5 Respond to Customer Satisfaction data by implementing agreed service improvements within the Centre	Improvement plan/s developed and implemented in response to customer satisfaction data
	2.1.6 Manage and report on customer complaint activity	Complaints managed in accordance with complaint handling procedures and timeframes
	2.1.7 Work in partnership with Shared Services, including People & Learning and Finance where appropriate	Access support from shared services independently when required

	Tasks	Measure
<p>2.2 People</p> <p>Our people are skilled, engaged, innovative, and customer focused in delivering high quality services.</p>	<p>2.2.1 Foster a positive performance culture by</p> <ul style="list-style-type: none"> • Providing timely positive feedback • Providing timely constructive feedback • Acknowledging and celebrating success and effort. 	<p>Feedback is timely Staff wins/successes recognised overtly. Increased employee retention rate Exit interview data and feedback Action plans are developed from survey results</p>
	2.2.2 Ensure staff are trained in and follow RANSW policies and procedures	Adherence to Policies & Procedures Data Breaches, RMSS Reports
	2.2.3 Mentor and lead direct reports, meet regularly with each and capture relevant topics and agreed actions	Record of relevant topics and agreed actions provided to staff and stored on central file
	2.2.4 Manage performance review and other employment processes for direct and indirect reports.	Performance reviews completed on time. Documentation provided to People and Learning on time.

		ActionHRM processes completed on time and accurately
	2.2.5 Partner with PaL, Team Leader and PQI on employee performance matters (where appropriate)	Documentation relating to handling of employee performance matters is completed in a timely manner
<p>2.3 Sustainability</p> <p>We access broad alternative funding streams to ensure our organisation's long term financial sustainability.</p>	2.3.1 Ensure RANSW's programs are compliant with operational requirements of all relevant funding contracts	Operations reviewed in line with funding contracts at Manager 1:1s 100% compliance
	2.3.2 In conjunction with GM Finance develop, implement and manage portfolio budgets	Budget developed in advance of new FY. Financial performance reviewed in Manager 1:1s. Financial performance reported in monthly manager report Actual vs Budget
	2.3.3 Plan and operationalise successful tender applications into functioning programs in collaboration with BMS and PQI	Engagement in implementation process and successful implementation of new program into BAU activity
	2.3.4 Management & Reporting of Program related risk matters	Completion of Program Risk Profiles
	2.3.5 Work to achieve full staff utilisation	Calumo data Staff fully utilised or variances explained
	2.3.6 Ensure that the customer and employee experience is a focal point in discussions on Property Management matters	Contribution to discussions on property matters
	2.3.7 Management of marketing activities in partnership with BMS	Local marketing activities included in monthly reporting

3. Organisational Competencies

Competency	Descriptor
Building relationships	Pro-actively develops and maintains internal and external relationships to facilitate the achievement of work goals. Collaborates and establishes connection and affinity with others; achieves harmony with others easily and quickly: demonstrates interpersonal sensitivity
Communication	Uses appropriate, effective ways to communicate to different audiences in diverse situations. This includes but is not limited to using a respectful tone and manner; listening actively; writing clearly and accurately in a variety of contexts and formats; listening and asking questions to understand other people's viewpoints; communicating issues in a timely manner; awareness of and responsiveness to verbal and non-verbal communication styles; recognising and adapting to cultural differences in communication.
Continuous Learning	Acquires and applies new knowledge and skills in all experiences. Set and pursue personal and educational goals; identify and access learning sources and opportunities; show a willingness to continuously learn and grow; learn from your mistakes and successes; seek and accept constructive feedback from others; stay current with techniques and technologies in your field
Customer focus	Able to create a customer centric perspective and delivery culture that achieves excellent customer experience and high levels of customer retention and referral business
Diversity, Culture and Inclusion	Able to work effectively and sensitively with people from diverse communities; capacity to reflect on own culture and biases; personal values align with RANSW social justice values and norms; shows awareness of social justice issues and a level of understanding of the impact of historic and current discrimination and disadvantage on specific populations such as Aboriginal and Torres Strait Islander peoples, LGBTIQ communities, people from diverse cultural, linguistic and ethno-religious backgrounds (migrant and refugee) and people with disabilities. Cognisant of issues of gender equity and for people across the life cycle. Displays cultural humility when working with diverse communities, role models inclusive practice and has foundational knowledge of anti-discrimination legislation.
Emotional Intelligence	Demonstrates self-awareness and understands own emotions, acknowledge own strengths and weaknesses, and works on these areas to improve performance; Self-Regulation – able to control emotions and impulses; is thoughtful, comfortable with change, operates with integrity; Motivation – motivated; willing to defer immediate results for long-term success; highly productive; accept challenges; Empathy – able to identify with and understand the wants, needs, and viewpoints others; excellent at managing relationships, listening, and relating to others; Social Skills –team player; focuses on helping others develop and shine; can manage conflict / disputes; excellent communicator; builds and maintains relationships.

Self-Management	Shows an understanding of self and are conscious of the implications of your interactions with others. You act with honesty, integrity and personal ethics; recognise your personal efforts and the efforts of others;; acknowledge diverse opinions and accept differences; have effective self-care strategies and manage your personal health and emotional well-being; take responsibility and demonstrate resiliency and accountability for yourself; plan and manage your personal time, finances and other resources; assess, weigh and manage risk in the face of uncertainty; recognise your strengths and areas for improvement; adapt to new environments and cultures; seek to understand and adapt to change
Teamwork	Works cooperatively and collaboratively with others to accomplish team / organisational goals and reinforce the vision; respects the needs and contributions of others for quality service delivery and appreciates the operational pressures on others; works within the dynamics of a group; accepts and provides feedback in a constructive and considerate way; shares information and encourages others to do the same; supports and motivates the group to perform at its best; recognise the role of conflict when appropriate; build professional relationships; show accountability to the team and follow through on your commitments; work effectively with different personalities across a variety of social and professional situations; consider diverse, intercultural perspectives and working styles

Role Competencies

Business Acumen	Knows how businesses work. Knowledgeable in current and possible future policies, practices, trends, technology and information affecting the sector and organisation. Experience in business information analysis and interpretation.
Change Management	Capacity to build consensus for change and provide positive leadership to teams displaying resistance. Ability to create and implement a vision for new ways of serving RANSW's customers with a future focus and manage the barriers to change.
Data Analysis	Ability to work with complex data sets and identify issues and solutions.
Project Collaboration	A strong project focus. Capacity to work on multiple, and concurrent, project teams, including projects with tight deliverable time frames. Projects may range in scale from relatively small to significant organisational change initiatives.
Stakeholder Engagement	Ability to build strong professional relationships with internal and external stakeholders and engage with them to achieve results. Facilitates an environment in which all parties can contribute to shared goals.
Service Excellence	Dedicated to meeting the expectations and requirements of internal and external clients. Establishes and maintains effective relationships with clients and gains their trust and respect. Seeks ways to improve outcomes for clients as consistent with RANSW's Missions, Visions and Values

4 Prerequisites	
4.1 Mandatory	
Qualifications	Tertiary and/or postgraduate qualifications in Business, Marketing, Human Resources, Psychology, Behavioral Sciences or equivalent
Experience	Significant experience at a Manager level (or above) at either a Community Services or Customer Service oriented organisation. Experience in a role focused on the Customer Experience Managing a team
Knowledge	Substantial knowledge of the delivery of services in either the Community Services sector, or equivalent experience within another sector
Technical	Capacity to interrogate complex data and develop strategies to address identified issues
Team work & Relationship Management	Ability to work collaboratively across multiple teams and provide leadership to teams Proven influencer to both internal and external stakeholders with strong decision making skills Strong stakeholder management skills with a driven, highly proactive and energetic mindset
Skill & Attributes	Strategic thinker with the ability to critique and design innovative operational procedures and support staff to deliver continuous improvement Proven experience in an effective leadership and operations management role Highly organized and able to manage multiple projects and priorities Ability to interpret and manage budgets
4.2 Desirable	
Experience	Management experience in the Non-Government sector
Knowledge	Knowledge of emerging themes in the provision of high quality customer service in the community sector
Technical	Capacity to produce high quality reports including management reports
4.3 Requirements	
	<ul style="list-style-type: none"> National Criminal History Check clearance (coordinated through RANSW); Working with Children Check Clearance.

5.0 Authority	
Expenditure	Tbc – each location will be different

6.0 Agreed	
Authorised and Dated by General Manager / EGM:	Authorised and dated by People and Learning:
Signed and dated by Employee:	