

# Manager Commercial and Production, Australian Disability Enterprises (ADE) Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Director, Disability and Inclusion
<b>Direct reports:</b>	Manager, Operations Stanmore and West Ryde Manager, Operations Castlereagh Industries Manager, Sales and Customer Relations
<b>Location:</b>	Australian Disability Enterprise, Stanmore / West Ryde with regular travel to Coonamble
<b>Primary position objective:</b>	Drive business reputation and growth across the Australian Disability Enterprises. Lead a diverse and geographically dispersed team to deliver a best practice commercially viable organisation that enables capacity building supports in employment for people with a disability.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

## Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Disability and Inclusion:** this team is responsible for state-wide management of excellent disability and inclusion services.

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical Governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Program and Service Quality:** this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

**Service Innovation and Business Development:** this team is responsible for service innovation and business development.

## Accountabilities and responsibilities

### Strategic & Commercial

- Ensure the successful implementation of the Strategic Plan within their team.
- Build and implement an innovative commercial strategy which diversifies income generation to support the Australian Disability Enterprises. Provide strategic leadership to the Australian Disability Enterprises, evolving the business practices and culture to meet the changing needs of the market and society more broadly.
- Preparation of Annual Operating Budget. Oversee financial performance-review financial statements, sales and activity reports emerging commercial business activities and other performance data to measure productivity and goal achievement and to determine areas needing cost management and program improvement.

### Sales

- Driving efficiencies to ensure contracts remain financially viable and delivered on budget, ensure that new contracts are consistent with the margins required to achieve overall business plan targets
- Develop and maintain key relationships with funding bodies, other providers and community-based groups
- Develop and implement effective communications/marketing strategy aimed at the growth of service provision and organisational reputation within the disability sector
- Provide effective leadership to the operations and production teams supervising and engage staff to build effective team relations, set expectations, praise and recognise good work, develop staff in their roles and careers building on their strengths, provide regular and timely feedback on performance, managing grievances and complaints
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.

## Critical Key Performance Indicators (KPIs)

- Business is sustainable and profitable.
- Business growth is evidenced through data and regular reporting.
- Employees are positively engaged.
- Supported Employees have meaningful opportunities for workplace readiness and career development in line with the achievement of their individual goals
- All relevant quality audit standards are adhered to.

## Key working relationships

In addition to the Director, Disability and Inclusion and their direct reports and teams, the Manager Commercial and Production, (ADE) will foster close working relationships with:

- Manager, Finance Vinnies Services (Finance);
- Senior P & C Business Partner for VS (Corporate Services);
- Regional Directors (Membership, Volunteers and Regional Operations);
- Retail Managers, Business Development Manager and Director (Commercial Enterprise, Fundraising and Communications);
- External business stakeholders including customers.

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 4) Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 3) Manage teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 4) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 4) Manage and mobilise resources to deliver change.
- **Team performance:** (Level 3) Enable high performance and capability development across the Society.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 4) Promote and enable innovative approaches to service delivery and ways of working.
- **Financial acumen:** (Level 4) Manage the team's resources, projects and services to deliver positive outcomes within budget.

### Role-specific criteria

- Significant experience in diverse production / manufacturing environment and associated understanding of best practice production techniques and process and high level of commercial acumen and analytical skills
- Tertiary qualifications and or extensive experience in commercial operations and business development.
- Demonstrated experience developing and implementing a business plan for growth
- Proven experience influencing and implementing change.
- Proven leadership and management experience and ability to stimulate a high level of performance and business growth within a team environment.
- Excellent organisational and communication skills, with a demonstrated ability to relate positively and confidently with a wide range of people including people with a disability.
- Demonstrated understanding of WHS legislation.
- Experience using a client database and Microsoft Office packages.
- Ability to travel to regional areas (primarily Coonamble) on a regular basis.
- NDIS New Worker Screening and the Certificate of completion for The NDIS Worker Orientation Module – Quality, Safety & You or willingness to obtain Certificate of completion.

## Desirable criteria

- Experience in the application of contemporary human resource management principles in the context of Australian Disability Enterprises
- Experience in the human services sector and or Disability sector
- Unrestricted Drivers licence
- Experience working in a membership-based organisation to support and empower members and volunteers.