**ROLE DESCRIPTION**

<table>
<thead>
<tr>
<th>Role Title:</th>
<th>Job Services Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department:</strong></td>
<td>Employment Services</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>Mildura</td>
</tr>
<tr>
<td><strong>Reports to (title):</strong></td>
<td>Business Services Manager</td>
</tr>
</tbody>
</table>

**Organisational Environment**

MADEC is a community based non-profit company dedicated to servicing the Sunraysia, Mid Murray, Murray Darling, Riverland, Murraylands, Kadina/Clare and Adelaide South regions. As an innovative and responsive community business MADEC will meet the needs and aspirations of individuals and communities through premium provision of community education, training, employment and enterprise services.

MADEC operates as a multi-site service provider within Job Services Australia, managing an Education, Employment Services Contract which delivers employment/educational outcomes for defined client groups in accordance with guidelines.

**Primary Purpose of Role (In one sentence - why does the role exist?)**

To assist the Business Services Manager in delivery of effective and efficient employment services programmes in line with our contractual obligations. To provide a strong support to the Business Services Manager by performing administration, advisory and co-ordination activities across the business.

**Direct Reports to this Role**

| Contracts team members | Total Number of Reports |

**Key Relationships (Who does the role interact with?)**

<table>
<thead>
<tr>
<th>Internal</th>
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</thead>
<tbody>
<tr>
<td>Site Managers</td>
</tr>
<tr>
<td>Employment Consultants</td>
</tr>
<tr>
<td>Support function personnel (IT, HR, Finance)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>External</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government agencies</td>
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</table>
**Key Responsibilities/ Accountabilities:**

### Policy and Planning

- Assist with the preparation of annual Branch Business Plans covering all areas of the MADEC strategic plan.
- Assist Managers with implementation of strategies to improve performance to ensure budget requirements are met.
- Actively contribute as a member of the MADEC Management Team to ensure that the organisation’s objectives, programs and priorities are met.
- Work effectively and efficiently with the Contract Team to obtain current performance data and assist with analysis of this data.
- Process and resolve all complaints from job seekers and employers by obtaining facts, investigating and documenting procedures according to MADEC’s Complaints Policy.
- Undertake investigations and research, monitor and analyse management information, undertake or assist with audits, interpret legislation, determine causes of limited operational or financial performance.

### Leadership

- Assist with implementation and monitoring of Key Performance Indicators.
- Provide firm leadership to ensure Branch Managers work together as an effective team and fully utilise their specific skills.
- Provide up-to-date advice and guidance to staff by maintaining knowledge of Government legislation and organisational policy.
- Assist Branch Management to achieve targets, recommend appropriate training and development opportunities for staff to improve job performance and enhance future career opportunities.

### Relationship Building

- Participate as a member of the Management Team at Operations Meetings.
- In conjunction with Business Services Manager, liaise with other MADEC managers to ensure training is relevant to the needs of staff and to facilitate optimum referral between units.
- Nurture effective industry relationships/partnerships whereby MADEC can identify skill gaps and provide mutually beneficial, innovative solutions.
- Attend meetings, discussions and conferences to promote MADEC and its services, and to keep abreast of changes to the labour market.
- Ensure MADEC is well represented in key local forums.

### Reporting

- Provide monthly reports to the Business Services Manager.
- Assist the Business Services Manager to be fully informed of issues relating to staffing matters, policies and procedures.
- Assist with monitoring Branch performance and outcomes against Government contracts.
### Qualifications and Experience:

<table>
<thead>
<tr>
<th>Qualifications/Memberships:</th>
<th>Previous management experience or equivalent business qualification. Certificate IV in Employment Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience:</td>
<td>5+ years in a leadership role within an employment services or related industry.</td>
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<tr>
<td>Skills:</td>
<td>Highly developed supervisory, leadership and team building skills Advanced negotiation and conflict resolution skills Excellent administrative and organisational skills with a strong focus on accuracy. Ability to exercise initiative and adapt to changing demands Effective organisational and time management skills Ability to solve problems and implement innovative solutions decisively in a changing environment. Ability to analyse data and prepare reports.</td>
</tr>
</tbody>
</table>

### Reporting Lines

```
CEO
 Business Services Manager
  | Job Services Manager
  | Southern Adelaide Manager
  | Contracts team
  | Riverland Manager
  | Mid Murray Manager
  | Murraylands / Mannum Manager
  | Sunraysia / Murray Darling Manager
  | Clare / Kadina Manager
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At MADEC We Value

**Trust, Honesty and Accountability**
The upholding of trust, honesty and individual and organisational accountability in all we do and say.

The behaviour:
- Walks the talk
- Shows respect
- Is transparent
- Is accountable

Two or three key actions to demonstrate in this role:
Communicates consistently, honestly, constructively and with good intent.
Recognise, give credit to and respect our people for their contributions.

**Dignity and Respect**
The right of each and every person to be treated with respect and dignity.

The behaviour:
- Supports team members and colleagues
- Builds relationships
- Energises others

Two or three key actions to demonstrate in this role:
Treats colleagues and subordinates in a fair and equitable manner.
Build relationships across the organisation.
Relates easily with a wide range of diverse people.

**Community**
The spirit and ethos of community development and community well being.

The behaviour:
- Community focus

Two or three key actions to demonstrate in this role:
Looks for opportunities to strengthen the communities we operate in.

**Initiative and Creativity**
The initiative and creative potential of individuals and the contribution they can make to MADEC.

The behaviour:
- Open to new ideas
- Shows initiative
- Adaptive

Two or three key actions to demonstrate in this role:
Open to new ideas and processes
Collaborate on changes and support ideas of others.

**Growth and Development**
The professional growth and development of board members, management and staff that will enhance their skills, knowledge and experience.

The behaviour:
- Creates a picture of success
- Develops and coaches others

Two or three key actions to demonstrate in this role:
Provides service, knowledge and experience to others.
Provides a culture that supports continual learning.
**Quality and Continuous Improvement**
The development and delivery of high quality services to our clients and customers through continuous improvement and organisational development processes.

**The behaviour:**
- Understands the business
- Seeks opportunities for business benefit
- Thinks analytically
- Thinks conceptually

**Two or three key actions to demonstrate in this role:**
- Understands how the department works and contributes to business success
- Challenges the status quo
- Continually reviews processes to ensure best practice.

**Economic, Social and Environmental Sustainability**
The principles and practices of economic, social and environmental sustainability.

**The behaviour:**
- Understands the business
- Seeks opportunities for business benefit
- Thinks analytically
- Thinks conceptually

**Two or three key actions to demonstrate in this role:**
- Seeks opportunities to improve, quality and efficiency, safety, health and the environment
- Ensure safe working environment for employees by actively resolving safety issue in a timely manner.
- Being thoughtful about resources