ROLE DESCRIPTION

Role Title: Area Manager
Department: Employment Services
Reports to (title): Manager Business Services

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 set down by the relevant Government Department(s).

Primary Purpose of Role

This role is responsible for providing strong leadership and direction to site staff and to motivate and gain the commitment of staff to achieve performance targets and milestones, setting priorities to ensure a commitment of staff to provide excellent service and successful outcomes for both employers and job seekers.

Direct Reports to this Role

<table>
<thead>
<tr>
<th>Office Administrator, Team Leaders</th>
<th>Total Number of Reports</th>
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<tbody>
<tr>
<td>Varies depending on Site location</td>
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Key Relationships

<table>
<thead>
<tr>
<th>Internal</th>
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<tbody>
<tr>
<td>Manager Business Services</td>
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<tr>
<td>Job Services Manager</td>
<td></td>
</tr>
<tr>
<td>All employees</td>
<td></td>
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<tr>
<td>Executive Services staff (Finance, HR, OHS, Quality)</td>
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<table>
<thead>
<tr>
<th>External</th>
<th></th>
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<tbody>
<tr>
<td>Customers/clients</td>
<td></td>
</tr>
<tr>
<td>Funding bodies / agencies</td>
<td></td>
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<tr>
<td>Department of Employment and other applicable Government bodies</td>
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</tbody>
</table>
## Key Responsibilities/Accountabilities:

<table>
<thead>
<tr>
<th>Key Responsibilities/Accountabilities:</th>
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<tbody>
<tr>
<td>Prepare budgets for each of your sites/ESA.</td>
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<tr>
<td>Prepare annual business plan with Manager Business Services ensuring that it is in line with the Strategic Plan.</td>
</tr>
<tr>
<td>Provide monthly and annual reports to the Manager Business Services in line with the business plan and ensure that the Manager Business Services is kept fully informed of issues relating to staffing matters, non-compliance, policies and procedures.</td>
</tr>
<tr>
<td>Manage the site performance, ensuring that all staff are aware of their contribution to the site/ESA targets.</td>
</tr>
<tr>
<td>Foster team commitment and motivate members to ensure all staff work as a team to achieve targets and implement individual and team strategies to improve performance.</td>
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<tr>
<td>Monitor and analyse site/ESA performance and implement strategies to increase performance and report to Manager Business Services.</td>
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<tr>
<td>Develop the capacity of others to perform and contribute by providing coaching, mentoring, motivation, feedback and fostering team commitment, pride and trust.</td>
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<tr>
<td>Build and maintain effective external relationships with local and regional Department of Employment staff (as approved by Senior Management), industry bodies, employers, Centrelink and other community stakeholders.</td>
</tr>
<tr>
<td>Keep abreast of changes in the labour market, to enable relevant and effective business decisions to be made and implemented.</td>
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<tr>
<td>Actively contribute and work effectively as a member of the MADEC Management Team to ensure that the organisations objectives, programs and priorities are met and opportunities of improvement are enhanced.</td>
</tr>
<tr>
<td>Communicate and ensure that staff observe MADEC Board and MADEC Management’s operational policy and procedures, directions and relevant Government regulations and legislation to the staff of the site via regular meetings.</td>
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<tr>
<td>Lead by example by actively contributing in employer engagement and network opportunities by attending meetings, discussions and conferences to promote MADEC and its services.</td>
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<tr>
<td>Ensure that all staff have a working understanding of and provide a high quality service in accordance with the Code of Conduct and the Service Guarantee.</td>
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<tr>
<td>Creates a safe and supportive working environment, ensuring that staff have the necessary skills, information and resources to achieve sustainable outcomes.</td>
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<tr>
<td>Prepare and participate in internal and external audits and address relevant opportunities for improvement in the specified timeframes.</td>
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<tr>
<td>Process and resolve all complaints from jobseekers and employers by obtaining facts, investigating and documenting procedures according to MADEC’s Complaint Policy. Analyse complaints for continual improvement.</td>
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### General

- Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.
- Participate in staff appraisal/professional development review process at least annually.
- Participate in the Quality and Safety Management System by assisting with monitoring and evaluating of activities and mechanisms, identifying opportunities for improvement and correcting problems to improve customer service.
- Adhere to MADEC’s policies and procedures and “Code of Conduct” for employees.
- Complying to OH&S, WorkCover and EEO requirements by supporting the overall Quality and Safety Management System to provide a safe and healthy work environment, free from sexual harassment and discrimination.
### Qualifications and Experience:

#### Qualifications/Memberships:
- Certificate IV in Employment Services is desirable
- Management or equivalent business qualification or experience is desirable
- A current drivers licence is essential

#### Experience:
- Several years experience in a similar position is desirable
- Extensive knowledge of the local labour markets and national labour trends relevant to the Site operations, recruitment practices, entry level training/apprenticeships
- Familiar with computerised management information systems
- Working knowledge of relevant legislation, e.g. Social Security Act, Privacy Act, OHS Act, Freedom of Information Act, Antidiscrimination Act, Equal Employment Opportunity Act and any others that may apply.

#### Skills:
- Highly developed leadership and team building skills
- Advanced negotiation and conflict resolution skills
- Excellent administrative and organisational skills with strong focus on accuracy
- Excellent managerial and motivational skills
- Ability to develop and maintain a cohesive workforce

#### Personal Attributes:
- Well-developed interpersonal, oral and written communication skills
- A willingness and ability to learn on a continual basis
- Ability to exercise initiative and adapt to changing demands
- Understanding of quality customer service
- Effective time management skills with the ability to meet tight deadlines
- Capacity to provide leadership and motivate others
- Problem solving ability to implement innovative solutions decisively in a changing environment
- Ability to work autonomously and as a team member
- Attention to detail and accuracy
- Strong planning and organisational skills

### 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

**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 resource.

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**Role Description developed by:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position Title</th>
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<tbody>
<tr>
<td>Louise Williams</td>
<td>Human Resources Manager</td>
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<tr>
<th>Signature</th>
<th>Date</th>
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<td>16/04/2013</td>
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**Authorised by:**

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<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Laurence Burt</td>
<td>CEO</td>
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Signature
Date