

POSITION DESCRIPTION

Position Title:	Site Manager
Department:	Employment Services

ORGANISATIONAL INFORMATION

MADEC, a not for profit organisation, is a provider of Employment Services, Education and Training, Labour Hire and Harvest Labour services across multiple states. With over 40 years of history, MADEC aims to deliver service excellence in the four pillars of its business operation.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our clients. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients.

PRIMARY PURPOSE OF ROLE

Responsible for leading and managing staff at a site to achieve the successful delivery of Employment services to job seekers and employers. The Site Coordinator is also responsible overseeing and managing budgets in conjunction with the Area Manager, driving individual and team KPI's and managing performance against these targets.

Direct Reports to this Role	Total Number of Reports
Work Pathways Coordinator Employment Broker Administration Assistant	As per site

Key Relationships

Internal	Area Manager Chief Operations Manager Business Services Manager Central Monitoring Unit Employees Corporate Services (Human Resources, Finance, OHS, Quality, Marketing)
External	Job seekers Funding bodies / agencies Employers Industry bodies

KEY RESPONSIBILITIES / DUTIES
Coordinate Site Operations
Has a sound knowledge, and implements where required, work procedures to ensure the site achieves financial and operational targets.
Have a demonstrated understanding of KPI's and how to best implement, manage and analyse data to drive individual and site performance.
Work to contractual requirements of the employment services contract, be the team champion in regard to the contract, and ensure adherence to compliance is understood by the team and upheld at the site.
Work closely with the Area Manager in relation to understanding the site budget and implement controls and constraints aligned to budget expectations.
Work with staff to ensure expenditure is within, and revenue meets or exceeds budget.
Coordinates the effective management of job seeker complaints in a timely manner and in accordance with procedures and where necessary refers to the Area Manager.
Provides detailed reports to Area Manager on site activities, outcomes and areas for improvement on a monthly basis as well as analysis of statistical data as requested.
Prepares for and participates in internal and external audits as directed by the Area Manager and where directed implements corrective actions.
Business Development
Manage internal and external relationships relevant to the site including development of networks and relationships with potential employers, community organisations and government agencies.
Coordination of marketing and promotional initiatives and activities to meet site objectives.
Works closely with Employment Brokers to identify opportunities in the community to gain positive exposure and create more job opportunities for job seekers.
Leadership and People Management
Coordinate the induction, training, support and management of staff to deliver employment services.
In conjunction with Human Resources, coordinate the recruitment process.
In consultation with the Area Manager, implement site business plans including the management and allocation of other resources.
In consultation with the Area Manager, manage staff performance and expectations including identifying corrective actions that may adversely affect the sites performance.
Implements strategies to foster a cohesive team environment where employee engagement is paramount to the success of the site.
Corporate responsibilities
Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.
Participate fully in staff appraisal and professional development review processes.
Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.
Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.
Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.
Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

QUALIFICATIONS AND EXPERIENCE

	Essential	Desirable
Qualifications	<p>Working with Children (VIC) or DCSI child-related employment screening (SA)</p> <p>National Police Check</p> <p>Drivers licence</p>	<p>Certificate IV in Employment Services</p> <p>Diploma or higher business qualification</p>
Experience:	<p>Managing a small to medium multi-disciplinary team of employees</p> <p>Human Resources practices and people management</p> <p>KPI/performance target background</p>	<p>Knowledge of budget preparation and tracking</p> <p>Knowledge of local labour markets and national employment trends</p> <p>Relevant legislation including Privacy Act</p> <p>Well displayed skills in Microsoft Office programs such as Word, Excel and Outlook</p>
Skills:	<p>Effective leadership and team mentoring skills</p> <p>Effective negotiation and conflict resolution skills</p> <p>Understanding and application of business principles and practices</p> <p>Administrative and organisational skills with focus on attention to detail</p> <p>Ability to both self-motivate and motivate others as individuals and a team</p> <p>Ability to establish, set and develop employees through the performance review and professional development process</p> <p>Able to initiate discretion and problem solving capacity within scope of delegated authority</p> <p>Demonstrates cultural awareness and sensitivity</p> <p>Display and adhere to competencies as listed in this position description</p> <p>Uphold organisational values as listed in this position description</p>	

Competencies	<i>All employees must:</i>
Adaptable	Maintain focus and productivity in changing environments, responsibilities and people. Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	Communicate effectively and transparently. Engage and inspire other through clear oral and written communication.
Customer focus	Ensure our internal and external customers/clients are at the forefront of our minds in all that we do. Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.
Integrity	Be authentic. Maintain personal credibility and uphold ethical standards. Fosters respect for all individuals and points of view. Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.
Team Work	Work cooperatively and effectively with others to achieve department and organisational goals. Participate in building group identity characterised by trust, pride and commitment. Build strong intra and inter department relationships and partnerships to ensure business success.

Competencies	<i>People Leaders must:</i>
Establishing Focus / Setting Direction	Ensure that people in the unit/ department understand how their work relates to the organisation's mission, vision and values. Acts to align own unit's goals with the strategic direction of the organization.
Partnering and Networking	Build and maintain strong partnerships internally and externally that are mutually beneficial. Builds and maintains relationships (internally and with key external groups) that support and improve personal/team effectiveness.
Leadership	Links vision to goals/objectives, influences others, models the way and is a source for encouragement. Actively seeks positive change for organization by capitalizing on opportunities.
Managing Change	Lead people through change to deliver upon outcomes and business requirements.
Delivering results	Understand the business and executes business plans to maximise performance. Plan effectively to deliver results and take accountability of self and team for delivery on expectations.

Trust, Honesty and Accountability

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

Competency

- Accountability
- Communication
- Integrity

The actions:

- Be authentic, deliver upon our promises and hold self and others accountable.
- Communicate 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.

Competency

- Integrity
- Communication
- Team Work

The actions:

- Relate to team members and customers in a fair and equitable manner.
- Build sustainable and productive relationships across the organisation.
- Relates easily and is accepting of people from a diverse backgrounds.

Initiative and Creativity

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

Competency

- Adaptable
- Customer focus
- Team Work

The actions:

- Open to new ideas and seeks opportunities for improvement.
- Collaborate on changes and support ideas of others.
- Seek improvement and accept change.

Growth and Development

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

Competency

- Accountability
- Adaptable
- Integrity

The actions:

- Provide service, knowledge and experience to others.
- Create a picture of success and strive for excellence.
- Provide 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.

Competency

- Adaptable
- Integrity
- Customer focus

The actions:

- Understand how individual, team and department operates and contributes to business success
- Challenges the status quo.
- Seek opportunities for business benefit by continually reviewing processes to ensure best practice.

Economic, Social and Environmental Sustainability

The principles and practices of economic, social and environmental sustainability.

Competency

- Accountability
- Adaptable
- Integrity

The actions:

- Seek opportunities to improve quality and efficiencies, safety, health and the environment.
- Ensure safe working environment for employees by actively resolving safety issue in a timely manner.
- Being thoughtful about resources.

Position Description reviewed by:

Employee Name:		Title:		Date:	/ /
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Employee acknowledgement of Position Description:

Employee Name:		Signature:		Date:	/ /
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Please provide copy of Position Description to employee.
Employee to sign and return to Human Resources.