

Role Description



Business Manager

Job Ad Reference	
Job Evaluation No.	17079
TRIM No.	17/50037
Work Unit	State Schools/State High School or Other Educational Institution
Location	Various locations throughout the State
Classification	AO6 Qld Public Service Officers and Other Employees Award - State 2015 36 ¼ hour week
Job Type	Permanent / Temporary / Full-time / Part-time Temporary period until XXXX unless otherwise determined
Salary Range	per annum <i>Plus superannuation contributions of up to 12.75% of your annual salary.</i>
Contact Officer	
Contact Telephone	
Closing Date	

Your employer

The Department of Education and Training (DET) is committed to ensuring Queenslanders have the education and skills they need to contribute to the economic and social development of Queensland. The department delivers world class education and training services for people at every stage of their personal and professional development. We are also committed to ensuring our education and training systems are aligned to the state's employment, skills and economic priorities. DET is a diverse organisation with the largest workforce in the state. We provide services through the following service delivery areas:

- State Schools Division delivers high quality education to more than 70 percent of all Queensland school students at prep, primary and secondary levels.
- Training and Skills Division works to meet the current and future needs of the economy through building a world class training system to enhance the skills of Queenslanders and optimise employment opportunities. The division achieves this through the regulation of the state's apprenticeship and traineeship system, strategic investment in training and skills, informing consumers, supporting a quality Vocational Education and Training (VET) sector and providing whole of government leadership on training and skills issues.
- Policy, Performance and Planning Division takes a strategic approach to driving the business of the portfolio, across, schooling, training and employment, early childhood, education and care and Indigenous education policy. The division engages in policy development and intergovernmental relations, legislation, governance and planning, and monitors and reviews the department's performance framework.
- The Early Childhood and Community Engagement Division is responsible for the strategic management and implementation of early childhood reforms, coordination of early childhood education and care programs, approval and regulation of services, supporting assessment and ratings and the quality improvement for all early childhood development and education services in Queensland. The Division is also responsible for the department's community engagement and communication priorities with a specific focus on working with stakeholder to meet government goals, commitments and targets.



State Schools Division is responsible for ensuring Queensland state school students are engaged in learning, achieving and successfully transitioning to further education, training and work.

State Schools Division develops the strategic direction for state schools, supported by operational policies and ensuring their implementation in regions and schools.

Schools are the focus of expertise in learning. They perform a vital role in providing opportunities to students to acquire knowledge and understanding, pursue special interests, strive to achieve excellence and develop social and vocational skills. Their core business is providing a learning program for students to achieve system wide and school based learning outcomes. Schools also aim to facilitate and support participation among parents, students, administrators, teachers and others in the school community and between the school and departmental support structures.

For more information about the department, please visit our website at www.det.qld.gov.au

Your opportunity

As the Business Manager you will provide regular strategic advice and manage the development and delivery of a range of corporate services in accordance with department policy. In line with the school workforce plan as determined by the Principal, lead and inspire the direction setting, development of services, enhancement of school support staff skills and supervision of a diverse and multidisciplinary support staff workforce.

Actively participate in school management team decision making processes with regard to the provision of corporate services to support school operations and seek out opportunities to challenge existing business services processes, recommending alternative approaches that drive process improvement.

The role provides an efficient and effective interface between the school management team and school community, reports to the Principal and liaises with Deputy Principals, Heads of Department and Curriculum Coordinators.

Your role

You will have responsibility for leading the following activities and undertaking the following key tasks:

- Demonstrate considerable autonomy and play an important role in providing advice which dictates business service delivery outcomes, inspires change and models best practice. Manage conflicting priorities to ensure strategic and sustainable business services outcomes.
- Work in a specialised environment, requiring the development of operational methods, policies, practices and standards to support the school's administrative function, and where problem resolution is frequent (demanding the conceptualisation, identification and development of ideas, detailed analysis of alternative courses of action and devising action plans to overcome the challenges of a complex school environment).
- Lead and manage human resources for school support staff (through the identification of emerging talent, promotion of excellent performance outcomes and mentoring individuals to achieve their professional potential); and oversee a breadth of activities (e.g. recruitment, induction, training, vacancy processing, skill gap analysis, performance management, rehabilitation processes). In collaboration with the Principal, lead change management and provide strategic workforce planning (e.g. identify future staff skill requirements and transformational future workforce trends, organise skills development and mentoring to ensure appropriate level of capacity available in the present and future). Provide strategic solutions to human resources issues that are routine and non-routine in nature.
- Manage, monitor and deliver financial processes, including preparation and reviewing of the school budget and performance reporting. Provide specialised financial management advice and strategies; oversee financial activities and ensure compliance with legislation and policy. Work with the Principal to advise on, and recommend changes to existing financial practices based on financial analysis and research into best practice.
- Lead the management, building and maintenance of school facilities and resources for Direct to Market schools, and project manage as required. Advise the Principal, school management team and school community on facilities issues (e.g. manage the Minor Works, grounds maintenance, and grounds improvement budgets; negotiate with external contractors; oversee school maintenance and asset registers).
- Manage the provision and application of resources to support the strategic direction of the school in a dynamic environment, achieve objectives and set service delivery benchmarks; ensure existing and adapted systems and operations contribute to inspiring outcomes; and utilise cutting-edge information and technology (e.g., apps, ipads).

- Communicate with internal and external stakeholders (e.g. school and departmental staff, parents, students, and community members) in a way that encourages cooperation in complying with technical, business and administrative requirements; provides information and advice in line with school policies and/or Principal directives; and demonstrates empathy and sensitivity for student welfare and development. Proactively foster a positive team culture focused on service delivery excellence and collaboration. Interpret departmental policies for others and oversee provision of training and professional development for school support staff. This will require the ability to lead and inspire, negotiate, persuade and influence.
- Act as a leader within formal and informal school and community networks, inspiring the network to nurture an innovative learning environment, identifying and implementing best practice from outside networks. Act as a reference point for others, negotiating and influencing with a range of stakeholders to establish innovative directions in a complex school setting.

Other responsibilities (as required)

- Support (when required) with the management of school commercial endeavours, including recruitment of staff/volunteers.
- Other suitable duties, consistent with the duties and responsibilities of the position as directed by the Principal or nominated delegate.

Knowledge and experience

Whilst there are no mandatory qualifications required for this position, it would be beneficial for the successful applicant to possess the following to support the successful performance of the role:

- Bring a depth of specialised knowledge and expertise to the role that enables you to diagnose system and process flaws that impact business services; and proactively address these through customised approaches and policies.
- Align activities to relevant departmental policies and procedures, utilise experience, knowledge, best practice and historic data to improve business services within the school.

How you will be assessed

Within the context of the role described above, the ideal applicant will be someone who has the following key capabilities:

1. Supports strategic direction

Established skills to provide leadership in the delivery of financial, human resource, operational, and facility management within the context of the school's strategic plan.

2. Achieves results

Competence and capacity to effectively manage resources, review and redevelop systems and services in order to achieve agreed goals.

3. Supports productive working relationships

Proven leadership and experience in working with teams and stakeholders that contribute to the successful achievement of business objectives and required outcomes, and improved organisational performance.

4. Displays personal drive and integrity

Takes personal responsibility for meeting objectives and commits to achieving the delivery of quality service outcomes while maintaining an optimistic outlook in difficult situations.

5. Communicates with influence

High level communication and interpersonal skills including demonstrated liaison, consultation and negotiation skills and an ability to develop strong working relationships with a broad range of stakeholders at a strategic and operational level.

Organisational chart



Additional information

- **For temporary positions** - The duration of this position will be dependent on work demands and the availability of ongoing funding. Delete if not applicable.
- The Department has provided Functional Jobs Requirement Reports, providing general information on the physical and psychological demands of certain positions. This should be considered in conjunction with the specific expectations and environments of individual schools. [Primary Administration Staff](#)
- The *Child Protection Reform Amendment Act 2014* requires the preferred applicant to be subject to a working with children check as part of the employment screening process. The department is legally obliged to warn applicants that it is an offence for a disqualified person to sign a blue card application form. Further details regarding the blue card system is available at: www.bluecard.qld.gov.au/
- Confirmation of employment is conditional upon the preferred applicant being issued with a Blue Card from the Public Safety Business Agency (PSBA).
- A criminal history check will be initiated on the successful applicant.
- A serious discipline history check may be initiated on the successful applicant.
- A non-smoking policy applies in Queensland government buildings, offices and motor vehicles.
- If the successful applicant has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation in accordance with the *Public Service Act 2008*.
- Staff are required to actively participate in consultation and communication with supervisors and management regarding health, safety and wellbeing issues and comply with all provisions of the relevant workplace health and safety legislation and related health, safety and wellbeing responsibilities and procedures developed by the department.
- You will work for an organisation that values its people and promotes leadership and innovation. We respect professionalism, embrace diversity and encourage a balance between work and life commitments.
- Departmental employees are required to acknowledge they understand their obligations under the Queensland Government *Code of Conduct* and the department's *Standard of Practice* and agree to align their professional conduct to these obligations.
- All roles in the department are responsible for creating, collecting, maintaining, using, disclosing, duplicating and disposing of information, as well as managing and using communication devices (for example email, internet and telephone) and public resources (for example computers and network resources). Staff must undertake these tasks in accordance with the department's information management policies and procedures (for example recordkeeping, privacy, security and email usage).
- You will be actively supported as an individual and will have access to a range of flexible work options, an employee assistance program and learning and development opportunities.
- All role descriptions and recruitment and selection processes are required to be aligned with the Queensland Government Capability and Leadership Framework (CLF). For more information about the CLF, visit www.psc.qld.gov.au
- Additional information is available online at: www.smartjobs.qld.gov.au

Work Profile

Business Manager AO6



The ability to perform all tasks is dependent on the employee's fractional hours. The following is an indicative, rather than exhaustive list of activities that the role may be expected to lead, in addition to the activities outlined in the role accountability section of this document:

Finance

- Support the Principal in the administration and management of a school budget valued at between approximately \$0.45Million (M) and \$2.5M for Primary Schools; between approximately \$0.9M and \$3.7M for Secondary Schools and between approximately \$0.7M and \$1.8M for Special Schools.
- Provide financial management advice and strategies to the school management team to ensure the sound management of school funds in accordance with school operational plans.
- Coordinate and implement administrative and information management systems and processes for the efficient and effective planning.

Human resources

- In collaboration with the Principal lead the change management processes and manage the development and implementation of the school support staff Workforce Plan to ensure ongoing provision of appropriately trained human resource capacity to support the school operations. Identify future staff skills requirements, organise skills development and mentoring to ensure appropriate level of capacity available, including provision for staff succession.
- Manage the day to day operations of school support staff including organising vacancy processing, chairing recruitment and selection panels, induction and training and ensuring human resource practices conform to current standards and practices and that awards and conditions are met.
- Research and provide corporate advisory services in the school on a variety of human resource management practices, including employee relations, workplace health and safety, occupational rehabilitation, payroll anomalies, contractual procurement purchases and project management.
- Collaboratively manage Managing Unsatisfactory Performance (MUP) processes and assist with rehabilitation processes for school support staff personnel.

Facilities/asset management

- Provide strategic facilities management advice to principal, school management team and school community.

Administration

- Develop the strategic direction of and manage provision of administrative support to school operations in accordance with departmental policies.
- Manage the corporate information systems including financial and human resource reporting processes.

Management

- The Business Manager manages the provision and application of resources to support the strategic direction of the school ensuring:
 - The service management achieves school and system objectives.
 - The optimal use of resources achieves quality outcomes.
 - The developed systems and operations contribute to effective management.
 - The utilisation of information and technology for effective administration.

Leadership

- The Business Manager adopts a whole of school strategic approach by nurturing a continuous learning environment and facilitating a quality corporate service that support schools goals.

Communication (people and partnerships)

- Actively participate in school management team decision making processes with regard to financial management issues and provision of corporate services to support school operations.
- Liaise with departmental officers and community representatives to ensure the provision of corporate services within and to the school is appropriate and in accordance with equity, probity and legislative requirements.
- Establish networks and liaise with other Business Managers and corporate service personnel to enhance individual school operations and provide advice and feedback for improvements in communication protocols and systematic services.

Outcomes

- The Business Manager supports students showing concern for their welfare and development and treating them with respect.
- Working with staff, the Business Manager acknowledges and affirms effective performance and is supportive of performance improvement.
- These facilitate and drive:
 - The development and implementation of work responsibilities to support school personnel.
 - The integration of activity that is connected to future application.
 - The monitoring and review of all services and their operation.
 - The enhancement of a client service approach.

Accountability

- The Business Manager drives corporate services, aligns activities to relevant departmental policy and procedure, utilises experience, knowledge, best practice and historic data to improve business services within the school.
- Identification of the developmental needs of staff and coordinate the delivery of staff training and development.