

Role Description



Business Manager

Job Ad Reference	
Job Evaluation No.	17079
	TRIM No. 17/50022
Work Unit	State Schools/State High School or Other Educational Institution
Location	Various locations throughout the State
Classification	AO5 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 interpret and analyse business plans and work alongside the Principal to deliver a range of corporate services. You will manage the timely delivery of organisational executive and administrative support; frequently identify opportunities to adapt processes; supervise the support staff workforce; and encourage an environment in which quality services are delivered by demonstrating best practice, inspiring change and influencing key stakeholders.

The Business Manager 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, ensuring business service outcomes are achieved; leading diverse teams; and playing a proactive role in modelling service delivery and expectations within a dynamic school environment.
- Provide support and leadership in the provision of a range of executive and administrative support services (e.g. manage multiple tasks and diverse/multidisciplinary work groups with conflicting priorities and timeframes; interpret departmental policies and oversee training and professional development for school support staff), and recommend and implement changes to improve the efficiency and effectiveness of those processes and work practices.
- 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); undertake workforce planning; and oversee a breadth of activities (e.g. recruitment, induction, training, vacancy processing, skill gap analysis, performance management, rehabilitation processes). Work with the Principal in leading change within the school support staff, ensuring human resource practices conform to current standards and awards/conditions, and individuals thrive in a transforming work environment.
- Contribute to financial planning processes including developing, planning, monitoring and reviewing the annual school budget, regularly reporting to the school management team and ensuring that financial activities comply with legislation and policy. Conduct analysis and provide information and advice to the Principal regarding the school's financial situation.
- Provide facilities management advice and project management (e.g. evaluate new work and renovation projects in collaboration with the Principal; negotiate with external contractors; make recommendations and decisions in collaboration with the Principal; manage and review the Minor Works, grounds maintenance, and grounds improvement budgets). Consider alternative pathways for more effective and sustainable resource utilisation.
- Build networks with other Business Managers, staff and community representatives to ensure the provision of corporate services meets best practice, and act as a role model for talent within the network.

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:

- Demonstrate scheduling, resource allocation and budget management expertise that can be utilised to ensure that facilities and assets are tightly controlled and subject to ongoing evaluation in terms of being fit for purpose.
- The Business Manager brings knowledgeable input on corporate services.

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

Evidence of use of knowledge and experience in administrative, financial, human resource and facilities management practices relevant to an educational institution environment.

2. Achieves results

Proven ability to effectively manage resources, associated information and technology systems, in order to achieve agreed goals. Interpret and apply legislation, policy and procedures relating to the delivery of corporate services in an education institution environment.

3. Supports productive working relationships

Ability to establish and maintain relationships with other Business Managers, internal and external stakeholders, and community representatives to ensure efficient and effective corporate services in a school environment.

4. Displays personal drive and integrity

Shows initiative and does what is required in the provision of quality services and supports the school management team and school community.

5. Communicates with influence

Well-developed interpersonal, oral and written communication skills including the ability to consult and negotiate with internal and external clients.

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 AO5



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 \$0.4Million (M) and \$1.9M for Primary Schools; between approximately \$0.6M and \$1.5M for Secondary Schools and between approximately \$0.4M and \$1.4M for Special Schools.
- Provide financial management strategies to the school management team to ensure the management and application of school financial activities are in accordance with school operational plans, legislation and departmental guidelines.

Human resources

- Provide advice in the formulation of a support staff workforce planning and manage implementation to ensure availability of appropriately trained staff to support the school operations.
- Manage the day to day activities of school support staff comprising recruitment, induction and training, organising vacancy processing, chairing recruitment and selection panels, identify future staff skills requirements and organise skills development.
- Collaboratively implement Managing Unsatisfactory Performance (MUP) processes and assist with rehabilitation processes for school support staff personnel.
- Work with the principal in leading change within the school support staff team ensuring human resource practices conform to current standards and practices and that awards and conditions are met for all school support staff.

Facilities/asset management

- As required, provide facilities management advice to principal, school management team and community. Principal manages the overall decision making process.

Administration

- Develop and manage provision of administrative support to school operations in accordance with school guidelines.

Management

- The Business Manager seeks to understand key work and people issues and opinions by observing activity, reviewing programs and through interactions and analysis to inform planning. Working with the school community, the Business Manager accesses the knowledge and skills of people and coordinates the provision and application of resources to support goal achievement.
- These behaviours facilitate and drive:
 - The management of services to achieve school and system objectives.
 - The maintenance, coordination and optimal use of resources.
 - The development and monitoring of budget to enhance efficient and effective resource support to achieve quality outcomes.
 - The participation in the development of relevant systems that contribute to effective management.
 - The utilisation of information and technology for effective administration.

Leadership

- The Business Manager plays a key role in leading organisational change within the school by keeping school support staff informed of decisions, procedures and policies that impact on their role and contribution to the achievement of organisational goals.

Communication (people and partnerships)

- Participate in the decision making activities of the school management team, particularly with regard to providing input about financial management issues and the efficient and effective 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 and maintain relationships with other Business Managers, internal and external stakeholders, and community representatives to ensure efficient and effective corporate services in a school environment.

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; and
 - The enhancement of a client service approach.

Accountability

- The Business Manager promotes 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 school support staff and coordinate the delivery of staff training and development.