

BIZLINK JOB DESCRIPTION

Position: Operations Manager

Manager: Managing Director

Key Responsibility: Coordination of contract related operations; supervision and support of Site Managers; assisting Managing Director to coordinate corporate promotion of the service, prepare media articles and organise presentations and promotions.

1. MANAGEMENT

- 1.1 Assists the Managing Director to develop, implement and monitor strategic and operational plans to ensure objectives set by funders and the board are achieved, including establishing Registration, Job Start and other targets.
- 1.2 Assists with the preparation of reports, funding or tender applications and provides advice and reports to the Managing Director on staff performance, job search, registration, project and other activities.
- 1.3 Coordinates and oversees operational activities as per contractual and strategic objectives e.g. registrations, job search, job support, projects. Delegates and/or undertakes activities in accordance with procedures, policies, objectives and contract requirements.
- 1.4 Supports and mentors assigned managers to achieve outcomes, resolve issues and continuously improve.
- 1.5 Proposes improvements to systems, procedures, equipment and training to reduce and eliminate quality breaches or continuously improve as per internal and external audits, COIN's or ICAN's.
- 1.6 Assists the Managing Director with recruitment and selection of staff and associated inductions.
- 1.7 Ensures assigned staff have regular supervision and performance feedback, including performance appraisals. Identifies training needs of staff and coordinates and/or facilitates training and development.

2. MARKETING

- 2.1 Assists the Managing Director to plan and coordinate strategic and corporate marketing including the development of promotional material and publicity.
- 2.2 Ensures relevant business and referral networks are developed and maintained e.g. employers, schools, community services, mental health services, training and apprenticeship organisations, government services.

3. GENERAL

- 3.1 Performs all duties in a manner commensurate with BIZLINK values and the National Standards for Disability Services; represents BIZLINK and people with a disability in a positive and professional manner.
- 3.2 Undertakes all activities as detailed in the Policies and Quality Procedures, including: maintenance of records that evidence activities; any reporting requirements; updating data bases.
- 3.3 Builds a positive team spirit, works collaboratively across departments and sites and balances the needs of the team with individual responsibilities.
- 3.4 Attends meetings and functions as required.
- 3.5 Participates in research, staff training and consultancies as required.
- 3.6 Takes appropriate action following any reported complaint or direction from management.
- 3.7 Performs any other job-related duties as directed by management.

Employee Name (Printed)	Signature	Date
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NOTE: when acknowledged in Employment Hero (EH) you do not complete the signature panel. EH provides electronic approval.