

POSITION DESCRIPTION



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General Information	
Position Title:	National Program Manager, Saver Plus
Incumbent:	
Function & Team/Program:	Policy & Programs
Location(s):	Sydney, Melbourne, Brisbane
Manager's Position Title:	National Manager, Program Quality and Implementation
Manager's Name:	Mona Malouf
Date Prepared:	12 February 2020
Prepared By:	Mona Malouf
Approved By:	Wendy Field

Primary Purpose of this Position <i>(In one sentence - why does the role exist?)</i>
To provide leadership and management of program delivery for the Saver Plus program across multiple sites in various States across the country (sites TBC). The National Program Manager is to ensure the Quality Framework standards, targets and KPI's are achieved as per the Partnership Licensing Agreement.

Scope	
Direct Reports to this Position By Position Title	Indirect Reports Total Number
<ul style="list-style-type: none"> Saver Plus Coordinators (12+ TBC) 	
Financial Dimensions controlled by this Position <i>(Include key financial metrics such as revenue growth, income & expense budget, etc)</i>	
Direct control	Indirect control
Budget management	
Funding parameters as agreed	
Other Dimensions of this Position	
<ul style="list-style-type: none"> The National Program Manager (Saver Plus) is accountable for leading program delivery in the sites assigned to them. This role is also accountable for providing timely and accurate information for Funding reports. This role works closely with Saver Plus National Office (SPNO) and contributes ideas to the continuous improvement plan process. Strategic planning for recruitment of participants as per set targets Maintain current staffing levels to achieve outcomes 	

Setting Priorities *(how is work prioritised)*

How often does employee prioritise their own work?
Eg. Daily, weekly, monthly, annually, other

Daily

How often does employee determine the priorities of others?
Eg. Daily, weekly, monthly, annually, other

Weekly, Fortnightly, Monthly and Annually

Key Relationships *(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)***Internal**

- Head of Policy and Programs
- National Manager, Program, Quality & Implementation
- National Program Manager, Saver Plus (colleague)
- Policy, Program & Volunteer Team
- Research & Advocacy team
- General Managers, Regional Programs Managers and Team Leaders
- Saver Plus Coordinators (QLD, TAS, SA, WA, NSW, ACT, VIC)
- Learning for Life Program Coordinators
- Communications Team
- People & Culture team
- Finance Team members
- BIS team members
- Corporate Services team members

External

- Manager, Financial Inclusion, ANZ Group Corporate Affairs
- Four (4) other Partnership Program Managers (BSL, TBS, BS & Service Agencies)
- Saver Plus National Office team (within Brotherhood of St Laurence)
- Other relevant stakeholder groups as required

Key Decision Making in this Role *(What are the key decisions and recommendations made in this role?)*

Decisions Expected

- Key program management strategies and improvements
- Accountability for agreed performance of direct reports
- Recruitment and people management decisions regarding direct reports
- Managing costs within budget
- Prioritisation of own workload and those direct reports
- Day-to-day decisions regarding program delivery across a geographical team

Recommendations Expected

- Implement Quality Framework changes or improvements to program delivery

Key Responsibilities / Accountabilities (List the major areas from largest % of job to smallest)	
Major Area: People Management	% of Job: 55%
Effectively recruit and induct new team members	
Manage team members' performance by having regular 1:1 meeting, giving and receiving feedback, acknowledging achievements and conducting performance reviews.	
Develop team member/s capability to perform current and future role/s at The Smith Family	
Maintain a safe workplace by ensuring adherence to Work, Health and Safety policies and procedures and relevant legislation	
Clearly communicate relevant information to team members	
Ensure compliance with all relevant TSF organisational policies and procedures	
Major Area: Program Implementation / Delivery	% of Job: 35%

Lead the program delivery of Saver Plus in The Smith Family delivery sites across multiple States (TBC)	
Analyse program data regularly and ensure advice is provided following detailed review of data analysis	
Ensure Licensing Agreement requirements are met	
Contribute to continuous improvement around service delivery standards to Saver Plus National Office (SPNO) by providing feedback and implementing improvements if required	
Monitor database reports for accuracy and provide feedback to Saver Plus Coordinators	
Provide Quarterly reports or other reports as required to both internal and external stakeholders	
Monitor successful implementation of the Quality Framework and provide variance reporting together with corrective action when indicators are not met	
Perform Quality Site Visits in collaboration with Saver Plus National Office as required.	
Ability to travel domestically throughout Australia as required.	
Major Area: Stakeholder relationships	% of Job: 5%
Support the development of positive relationships with a range of stakeholders, including ANZ and other Partner/ delivery agencies	
Implement communication and media strategies to promote the program to potential participants	
Engagement with State and National teams within The Smith Family	
Provide support to Saver Plus Coordinators to implement strategic promotional activities to promote and build community awareness for the Saver Plus program relating directly to recruitment targets	
Participate and attend Program Manager Meetings as required	
Major Area: Financial management and reporting budgets	% of Job: 5%
Develop and manage financial budgets in line with accepted budget parameters and report on variances together with corrective actions required.	
Ensure team members are contributing key information for reporting / acquittals to funders	

Key Challenges in Achieving Goal(s): *(What are the key challenges faced by this role in meeting goals/objectives)*

- Managing a geographically dispersed team
- Maintaining momentum to achieve agreed targets as per licensing agreement
- Compliance with funding requirements
- Complex stakeholder management and engagement

Qualifications, Experience and Competencies: *(What background, knowledge, experience or competencies are required to perform the role at the expected level?)*

	Essential	Desirable
Education / Qualifications / Memberships:	<ul style="list-style-type: none"> • Relevant tertiary level qualification 	<input type="checkbox"/> Financial Wellbeing/literacy expertise or qualification Masters Degree in Business or equivalent
Experience:	<ul style="list-style-type: none"> • Demonstrated experience in team leadership and leadership coaching • Demonstrated experience in managing quality program implementation • Experience in Change Management • Strong experience in financial management and Data Analytics • Demonstrated capacity to manage complex relationships sensitively 	<ul style="list-style-type: none"> • Experience in managing a geographically dispersed team

	<ul style="list-style-type: none"> • External stakeholder management experience • Financial Management within a program management framework • Demonstrated experience in working with disadvantaged/marginalised groups and communities 	
Competencies:	Essential	Desirable
	<ul style="list-style-type: none"> • Leadership & Coaching skills • Highly developed oral and written communication • Presentation and facilitation skills • Financial Management • Excellent time management skills • Ability to travel and work remotely 	

