Position Description
Business and Systems Manager

POSITION	LOCATION	REPORTING RELATIONSHIP
Business and Systems Manager	East Perth and Home	Reports to Executive Director

ORGANISATIONAL CONTEXT

The Health Consumers' Council of WA is an independent community based organisation which was established in 1994, representing the consumer's voice in health policy, planning, research and service delivery. The Council provides an advocacy service to health consumers experiencing difficulties in the health system as well as training and support for consumers who want to support reform processes as a consumer representative.

POSITION OVERVIEW

The Business and Systems Manager will

- Support our Team through impeccable, thoughtful HR administration to ensure we live our values and deliver on our purpose.
- Analyse, identify and facilitate more effective, efficient ways of working within and across the whole of HCC, including the Advocacy and Engagement services with an aim of future proofing and allowing for growth
- Lead the continuous improvement in operational systems and business processes, including digital systems, tools and practices that support collaboration and work management
- Develop, monitor and manage HCC's budget ensuring the Exec Director and Leadership team are supported to manage activities within agreed budget parameters
- Facilitate our whole team to use systems to facilitate high quality project management practices and outcomes.
- Enhance our outcomes-focused culture through supporting the development and implementation of data collection and reporting mechanisms
- Be responsible for ensuring HCC achieves and maintains high standards in corporate governance, including leading the development and implementation of a healthy risk management culture in use of digital systems and applications, contribute to continuous improvement of practices across the organisation, and ensure compliance with data and records management requirements.
- Be part of the Leadership team driving HCC's strategy

VISION, MISSION, PURPOSE AND VALUES

Our Vision
Equitable, person-centred, quality healthcare for all West Australians.

Our Purpose
To increase the capacity of all people to influence the future direction of health care and to make informed choices.

Our Values
- Respect: valuing diversity and seeking everyone's contribution.
- Kindness: considering other people's world views, experiences and emotions.
- Equity: advocating for the whole community
- Working together: collaborating to achieve positive outcomes
- Integrity: aligning actions with our values and measuring outcomes to continuously improve

- Empowerment: sharing knowledge and resources to support informed choice and positive change

KEY RESPONSIBILITIES

HUMAN RESOURCES & FINANCIAL MANAGEMENT
- Supports the HCC Leadership Team by undertaking HR administration ensuring all confidential paperwork is up to date.
- Supports Leadership Team to manage all staff grievances and employee relations issues including performance management and disciplinary matters to effective resolution, in consultation with specialist external advisors.
- Cross-checks payroll with Bookkeeper, ensuring timesheets are auditor compliant.
- Coordinates the annual audit with the Bookkeeper and Auditor
- Works with leadership Team, Management Committee and Bookkeeper to develop and monitor HCC's annual budget
- Liaises with insurers, contractors, bankers and other external stakeholders to manage supplier contracts and address and manage any issues of concern
- Assists Leadership Team with development and monitoring of operational plans

LEADERSHIP
- Works collaboratively with the Leadership Team and HCC Management Committee to develop HCC's strategic plan, direction and objectives including short, medium and long-term objectives
- Manages the Administration staff and Bookkeeper, providing direction, support and guidance to ensure they are appropriately resourced and have the necessary skills and abilities to fulfil their roles effectively
- Provides specialist advice to the Executive Director, Leadership Team and the HCC Management Committee on Finance, HR, IT and business systems.

SYSTEMS DEVELOPMENT, INNOVATION AND CONTINUOUS IMPROVEMENT
- Systems management support – supports the ongoing implementation of organisational-wide systems including CRM and Microsoft Teams, including developing team member capabilities and standard practices for project management and system usage, as well as optimising systems integration.
- Workflow mapping – collaborates with teams to facilitate the mapping of key work processes
- Internal business development – works with the Executive Director and the Engagement Team to develop internal systems and processes that support the management of multiple concurrent projects
- Reporting – continuously improves HCC's reporting processes and practices that help inform progress tracking, decision-making and continuous improvement
- Internal collaboration – develops effective working relationships with teams to understand their pain points, and partner on continuous improvement efforts
- Organisational development - participates in general organisational development work to enhance development of HCC's structures that support impactful work

BUSINESS DEVELOPMENT
- Works with the Leadership Team to contribute to the development of a social enterprise arm for HCC.
- With the Leadership Team, identifies and pursues opportunities for income generation, and develops and coordinates contract, tender proposals and business plans as required
- Supports the development and application of project plans and risk management matrix for specific areas of operation
- Supports the development and use of project management systems and processes that contribute to HCC's ability to deliver high quality work for stakeholders in a timely way

GOVERNANCE, QUALITY AND COMPLIANCE

- Provides secretariat support to HCC's Management Committee and Sub-Committees Coordinates the Management Committee's annual Consumer Excellence Awards
- Monitors HCC's Compliance register
- Works with the Leadership Team in the preparation of HCC's Annual Reports and relevant Contract reports
- Manages HCCs internal policy and procedure documents and their review cycle with the Management Committee and Leadership Team

INDIVIDUAL COMMITMENT

- Actively embraces and integrates HCC's purpose, vision and values into the role, and models appropriate behaviours
- Conforms to HCC's conditions of employment; code of conduct; policies and procedures; and relevant legislation and standards
- Demonstrates a commitment to ongoing personal and professional development
- Specialised knowledge gained through experience, training or education
- Detailed knowledge of policy, programs, guidelines, procedures and practices of the organisation and external bodies
- Detailed knowledge of statutory requirements.

KEY OUTCOMES

- Management Committee and Leadership Team is provided with high level support, advice, guidance and assistance in the acquisition, management and development of business systems and IT
- HCC's ongoing financial sustainability and management is ensured via robust business and systems processes and opportunities
- HCC's Leadership Team are supported to effectively manage all aspects of staff related issues, including grievances, performance management, disciplinary and other matters
- Staff are supported to adopt and adjust to new business processes.
- All HCC's policies, procedures and operations meet the appropriate contractual, quality and regulatory requirements, and any actions arising from audits are implemented to maintain ongoing compliance
- All HCC's corporate policies, systems and processes are developed and maintained to ensure contemporary best practice
- The Administration Staff and Bookkeeper are supported to be able to fulfil their roles at HCC through appropriate direction, guidance, coaching, feedback and performance management

CULTURAL COMPETENCIES

- Demonstrated ability of being guided by cultural advice from Aboriginal staff and Aboriginal community members
- Demonstrated understanding of Aboriginal primary health care and the social determinants of health
- An understanding of Noongar culture, willingness to engage with Aboriginal families, culturally and linguistically diverse (CaLD) communities and work in partnership

HEALTH CONSUMERS' COUNCIL
YOUR VOICE ON HEALTH

EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS

ESSENTIAL

1. Considerable experience in a senior corporate services role in a service delivery environment
2. A strong understanding of financial and business management within the non-government sector, including the ability to oversee the development and monitoring of organisational-wide budgets, and financial reports
3. Highly analytical with a keen ability to identify opportunities for system and process improvements
4. Someone who is excited to bring an analytical approach to a dynamic environment, and collaborate with creative colleagues to develop approaches to systems and process efficiencies which meet the needs of the HCC team as well as end users.
5. Highly proficient and experienced with the Microsoft 365 Suite and Microsoft Teams
6. Demonstrated experience in working with CRM systems, including the ability to quickly develop a comprehensive knowledge of including Microsoft Dynamics CRM
7. Experienced in leading the implementation of new business systems, including coordinating the integration of multiple systems to support effective work processes
8. A strong communicator with an appreciation of the importance of living our values and maintaining effective working relationships
9. An inclusive leader that focuses on developing capability in others
10. Someone who finds great joy in helping people adopt the use of new software tools and systems
11. Experienced in developing and embedding internal policies, process documents and user guides
12. Able to self-manage and work autonomously, including the ability to manage work on multiple projects concurrently
13. Be comfortable working in a co-working space

DESIRABLE

1. Relevant tertiary qualification in IT or business systems
2. Knowledge of operational and technical support for website and other public-facing systems.
3. Knowledge of Human Centered Design methods, processes and tools

OTHER EMPLOYMENT REQUIREMENTS

- Must hold Australian citizenship, or be a permanent resident of Australia
- Must be proficient in the use of technology including email, the internet and Microsoft Office
- Must hold a current drivers licence
- National Police Clearance

Creation Date: 10/08/2020

Date Reviewed: 4/1/2020

Exec Director Approval:

Date: 4/1/2020