

Position Title	Shared Services Manager
Directorate, Team	People and Shared Services
Location	Box Hill / Boronia
Position reports to	Director - People and Shared Services
Direct reports	1
Classification	6
Enterprise Agreement	Eastern Community Legal Centre Enterprise Agreement 2013-2016
Employment type	Permanent, Full Time (1.0 FTE) 38 hours per week

About Eastern Community Legal Centre

OUR VISION: Human Rights | Fairness | Justice

OUR MISSION: Eastern Community Legal Centre (ECLC) is a multidisciplinary legal service that works to prevent problems, progress fair outcomes and support the wellbeing and resilience of communities and community members in Melbourne’s East.

Making the most of its abilities and the resources available, ECLC provides:

- information, advice and assistance across a range of legal and related issues
- advocacy to resolve problems at the earliest opportunity
- referrals to community agency partners
- integrated legal services, including through Health Justice Partnerships
- community development and education programs with a focus on rights, responsibilities and options
- primary prevention activities, using broad partnership approaches
- strategic advocacy to change unfair laws and improve systems and practices

OUR VALUES:

<p>Respect Appreciating diversity and treating all people with dignity</p>	<p>Compassion Understanding the underlying causes of disadvantage & offering support without judgment</p>	<p>Advocacy Providing a voice for those who cannot advocate for themselves and joining voices with those addressing injustice</p>
<p>Safety Assuring confidentiality for clients and being responsive to their own assessment of safety and wellbeing</p>	<p>Justice & human rights Showing courage in encounters with injustice, promoting equitable access to legal help, and working to empower communities</p>	<p>Strong governance & assurance Practicing proactive and transparent leadership and striving for continuous improvement</p>
<p>Resourcefulness & practicality Finding solutions through working collaboratively and generously sharing expertise</p>	<p>Innovation & entrepreneurship Encouraging new ideas, taking calculated risks to increase impact, and leading by example</p>	<p>Quality & evaluation Building evidence-based practice through a robust monitoring and evaluation culture</p>

Position Summary

The Shared Services Manager provides administrative management to ensure organisational effectiveness, efficiency and safety, supporting our staff and our community.

Reporting to the Director, People and Shared Services, as part of the leadership team, the Shared Services Manager is responsible for developing intra-office protocols, streamlining administrative and organisational procedures, facilities and asset management and is also responsible for coordinating ICT support and supervising a small team.

As a key member of the People and Shared Services team, the role supports a variety of team functions, and also works collaboratively in the implementation of key projects.

Key Accountabilities

Office and Facilities

1. Support a safe and well-functioning work environment for all staff, volunteers, clients and visitors through the application of sound office management practices and engagement approaches
2. As a key role working across the organisation, you will lead and promote a positive culture, building strong working relationships to help the organisation meet its objectives
3. Contribute to the effective operation of ECLC offices as the key liaison with internal and external stakeholders for general office matters and site management, including facilities coordination, building maintenance and compliance with security and safety requirements
4. Work closely with relevant stakeholders to ensure the health and safety of all, that relevant legislation, policies and best practice are adhered to, and robust procedures and practices are in place
5. Ensure the smooth running of ECLC offices through managing all aspects of office space and infrastructure planning, including office layouts and procuring and maintaining office equipment and supplies
6. Manage relationships with vendors, negotiate on services and service contracts, and coordinate quotes
7. Recommend, develop and implement office policies and procedures to guide the efficient operation of offices and office systems
8. Provide induction support to new staff, and manage the allocation and return of hardware and equipment as part of onboarding and offboarding processes, including maintaining an equipment/asset register
9. In conjunction with the Digital Workplace Coordinator, coordinate ICT support, providing basic frontline assistance or referral where required
10. Lead, coach and develop high performing staff reporting directly to this role, ensuring operational and people issues are addressed and resolved in an appropriate, effective and timely manner
11. Project manage a variety of initiatives across the organisation as required
12. Monitor budget allocation, process invoices and manage petty cash
13. Positively contribute to continuous improvement; reviewing, identifying and making recommendations on opportunities to sustain and promote best practice, and report on activities and outcomes
14. Utilise ICT-based devices, applications, software and services to support productivity, effective communication and collaboration, and a digitally capable organisation

Leadership and Change Management

15. In collaboration with the Leadership Team of ECLC, ensure that professional integrity, transparency and accountability is role modelled and maintained across the organisation
16. Ensure that intra and inter-directorate staff are supported to feel valued and encouraged to reach their potential
17. Actively champion and role model the strategies and values enunciated within ECLC's strategic plan
18. Influence and support stakeholders to adopt and embed change required for the success of projects and initiatives

Organisational Participation

19. Actively participate in meetings with manager
20. At all times comply with ECLC policies and procedures, as varied from time to time
21. Undertake professional development in consultation with manager
22. Participate in organisational activities such as staff meetings, planning meetings and team development initiatives
23. Undertake other duties or responsibilities, as directed, within the scope of this role and consistent with skills, qualifications and experience as may be required from time to time

Decision Making

24. Decision-making authority over day to day workflow as outlined in the key accountabilities
25. Liaise and work with the Director - People and Shared Services, team and staff on a wide variety of matters, including policies and operational and strategic objectives
26. Strategic or team decision making made in consultation with the Director - People and Shared Services

Key Capabilities

The Key Capabilities apply to all ECLC employees and describe the capabilities that are needed to meet our strategic goals.

Capability	Description
Communicating with Others	<ul style="list-style-type: none">▪ Adopts a professional communication style that demonstrates audience understanding, using clear verbal, written and interpersonal skills in both positive and negative situations▪ Negotiates confidently from an informed and credible position▪ Actively listens to, considers and acknowledges differing ideas and perspectives and contributes to group discussions
Working with Others	<ul style="list-style-type: none">▪ Creates and maintains positive, professional and respectful working relationships and is transparent in all interactions, treating people fairly and equitably▪ Shares information and works co-operatively to solve challenges and build supportive, collaborative and responsive relationships▪ Recognises and reflects upon the impact of own actions/behaviours on others and uses a range of individual or organisational options to resolve interpersonal or behavioural issues▪ Focusses on group results & celebrates teams' successes
Taking Action	<ul style="list-style-type: none">▪ Seeks out information from various sources and obtains relevant facts before making decisions or proposing solutions▪ Demonstrates the ability to reach firm and clearly defined decisions, including consideration of broader context and risk, that are timely and objective▪ Takes responsibility for own decision making within scope of authority and delegates, consults and informs appropriately▪ Using a range of techniques, develops workable solutions to problems and challenges in collaboration with others▪ Contributes to and participates in process improvement and new approaches/ideas

Capability	Description
Coping with Pace, Challenges and Change	<ul style="list-style-type: none"> ▪ Explores the reasons for change and is open to new and different ideas, approaches and processes and supports others in understanding change ▪ Shows resilience and optimism, and remains calm despite barriers or difficult circumstances ▪ Responds appropriately to constructive criticism and conflict situations, learning from experiences and identifying areas of self-development ▪ Focuses on achieving objectives even under pressure and adopts appropriate strategies to balance work and life, maintain a reasonable workload and model this for others
Leadership	<ul style="list-style-type: none"> ▪ Motivates and empowers others, providing clear direction, development and coaching, and modelling behavioural standards ▪ Supports an organisational culture that reflects ECLC values and vision ▪ Values and encourages respect for diverse professional, cultural and personal experience, fostering multidisciplinary learning and practice, internally and with organisational partners ▪ Builds and sustains high trust relationships, fostering openness in discussions and demonstrates good emotional intelligence and self-awareness

Key Relationships

Contact / Organisation	Purpose of Relationship
Internal	
<i>CEO</i>	Occasional interaction in relation to organisation / office management activities To ensure alignment with organisational strategic objectives
<i>Director - People and Shared Services</i>	Direct line manager Regular interaction in relation to the development and completion of key activities Regular feedback to support ongoing performance and development To ensure alignment with directorate and organisational strategic objectives
<i>Digital Workplace Coordinator</i>	Day-to-day management Providing regular feedback to support ongoing performance and development and to ensure alignment with strategic direction of directorate and with overall organisation
<i>People and Shared Services Team</i>	To work collaboratively on projects and in delivering effective People and Shared Services support to the organisation Participate in meetings to share information, provide input on issues and in planning/processes
<i>Leadership Team</i>	Work collaboratively and in consultation for relevant and collective outcomes
<i>All Staff</i>	Align performance and direction of People and Shared Services function and collaboratively support the overall employee experience in the delivery operational and office services
External	
<i>Service Providers / Vendors</i>	To establish and maintain strong relationships and ensure quality service delivery Provide organisational requirements as required

Key Selection Criteria

Qualifications and Specialist expertise

1. Minimum 5 years' experience in similar role, preferably within community and/or community legal sector
2. Tertiary qualifications desirable (for example, in relevant administrative/business management studies)

Knowledge and skills

3. Highly organised, with the ability to multi-task and effectively prioritise work
4. Excellent communication skills, both verbal and written
5. Highly developed interpersonal, influencing and stakeholder engagement skills, with the ability to work effectively with people at all levels, building trust and fostering relationships quickly and maintaining discretion and integrity at all times
6. Advanced IT skills, with a high level of proficiency in Microsoft 365 and Office suite, knowledge of CMS platforms desirable, with an aptitude to learn new software and systems
7. Excellent organisational and project management skills, with demonstrated attention to detail and planning capabilities
8. Demonstrated people management skills
9. Ability to work proactively and independently, with minimal direction, and as part of a collaborative team

Personal qualities

10. A problem solver, with a proactive mindset, consistently able to make sound decisions and judgements
11. A compassionate and empathetic person who engages well with others
12. Flexible and adaptable to meet the requirements of the organisation and projects at a given time
13. Genuine and demonstrated interest in the not-for-profit sector

Additional Information

Child Safety	ECLC is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children at all times. As a 'child safe organisation', employment with ECLC is subject to a current Working with Children Check
Cultural competency	ECLC strives to maintain a culturally competent and inclusive workplace. All staff are expected to undertake cultural competence training.
Equal Opportunity	ECLC is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation's policies and procedures.
Flexible Working	ECLC promotes flexible working in order to balance personal and work needs, including working from home and flexible work hours. ECLC also operates a flexi-time system.
Health, safety and wellbeing	<p>ECLC is committed to ensuring the physical and psychological health and safety of all employees, volunteers and other people involved in our organisation activities. Our people are expected to comply with our Health and Safety policy and procedures.</p> <p>It is the employee's responsibility to:</p> <ul style="list-style-type: none">▪ Comply with instructions and take reasonable care to ensure their own health and safety, and that of others▪ Participate in the development of a healthy and safe workplace▪ Immediately report to their supervisor any perceived health and safety risk, and report any injury or illness immediately where practical, including completion of incident/injury forms▪ Not place others at risk by any act or omission▪ Use equipment safely and in a responsible manner

Pre-employment verification	Appointment may be subject to satisfactory completion of screening requirements including but not limited to: <ul style="list-style-type: none"> ▪ A current Police Record Check ▪ Verification of work right in Australia ▪ Certified copies of qualifications
Self-referral	It is ECLC policy that no staff member or volunteer shall, under any circumstances, refer work to themselves, their families or other members of their firms.
Work environment	Due to the current pandemic, this position may include a working from home arrangement. The physical environment requires employees to work mainly inside the office and work for extensive periods on a computer. Some travel may be necessary between office sites and to attend outreach locations and/or meetings. Generally, employees utilise their insured and roadworthy private vehicles with travel costs reimbursed. Occasional evening commitments.

Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that ECLC reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Name:		Signature:		Date:	
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