

BUSINESS MANAGER POSITION DESCRIPTION



Date: 26.11.2021

Position Title: Business Manager

Conditions of Employment:

Award and agreement free (salaried position subject to contract of employment)

Status:

Full-time or Part time / Fixed Term to June 2023 dependent on funding

Working Hours:

30.4 – 38 hours per week

Location:

TQ office, 87 Wickham Terrace, Spring Hill, Brisbane, and work from other sites as needed

Reports to:

TQ Chief Executive Officer

Purpose of the Position:

This position supervises and leads operational systems, processes, and human resources to allow Tenants Queensland to deliver effectively and efficiently on its goals.

The position is a member of the TQ leadership team and provides expert advice and operational support regarding financial management, HR, IR, and WH&S functions. It oversees performance and outcomes reporting, quality assurance and compliance with major contract obligations.

Accountability:

All staff are accountable to the Tenants Queensland Chief Executive Officer and ultimately to the governance board.

Key relationships:

This position has strong relationships with the CEO, TQ QSTARS Services Manager and Principal Solicitor and works closely with the Senior Management Accountant regarding financial management.

Direct reports:

Senior Management Accountant, Finance Administrator and TQ Administrator

About Tenants Queensland:

TQ was established in 1986 and seeks to represent the interests of all Queenslanders who rent their home including those living in marginal tenures such as caravan parks and rooming accommodation. We pride ourselves in providing specialist advisory services to renters, advocating on behalf of them, and securing

BUSINESS MANAGER POSITION DESCRIPTION

improvements to Queensland's residential tenancy laws.

Position Reviewed and Approved: 26.11.2021

Key Accountabilities:

- Administer all aspects of the organisation's operations for impact and success
- Provide business strategy input to the preparation of TQ annual planning processes and oversee the operational performance outcomes reporting to the TQ CEO and governance board.
- Develop TQ's HR capability to enable the organisation to meet strategic goals
- Maintain high quality governance and management frameworks and recommend updates to the CEO and governance board.
- Maintain quality services through a quality assurance framework including CLCA accreditation
- Maintain processes and systems to meet contemporary needs, including ICT.
- Contribute to the leadership of the organisation by providing expert advice to the CEO and senior managers on HR, IR, WH&S, ICT and risk management issues and strategies.

Specific Duties:

- Develop, maintain, and then ensure compliance with TQ internal policies and procedures.
- Manage organisational HR requirements such as recruitment, structure, performance management and the provision of HR advice
- Understand the TQ business model and its relationship with the organisation's major funding programs.
- Support the TQ governance forums by preparing submissions, undertaking required analysis, and presenting core issues for consideration and decision-making.
- Develop and oversee a risk management plan to identify and manage financial and operational risks to organisational viability and sustainability.
- Develop and implement a WH&S framework according to legal guidelines to maintain a safe and secure work environment for everyone i.e. employees and stakeholders.
- Undertake regular reviews of the organisation's internal controls including the Delegations Manual
- Maintain oversight of subcontracting arrangements between Tenants Queensland and the regional QSTARS providers.
- Manage organisational ICT requirements including suitability and functionality.
- Ensure processes are in place to deliver efficient and effective systems and data integrity.
- Retain overall responsibility for TQ's financial management including resourcing and planning.
- Work collaboratively with the Senior Financial Accountant and the CEO to establish, execute, and monitor TQ's financial strategy and objectives.
- Assist with financial and compliance audits as requested.
- Maintain communications with TQ managers on related HR matters and HR related milestones.
- Manage the day-to-day work of staff reporting to this role including the development of performance and development plans and the identification of training and development needs.
- Plan and coordinate the organisation's responses to CLCA quality accreditation obligations.
- Ensure that quarterly, six monthly and annual reporting requirements are met.
- Benchmark professional administrative standards, review professional administrative publications and establish professional networks that identify opportunities and potential innovations in support of the TQ service delivery requirements.
- Monitor office accommodation solutions and, as necessary, plan and facilitate office relocations including liaising with agents and lawyers on new leases.
- Ensure the appropriate storage of all corporate records and files.
- Act as a company representative at a range of official and promotional events as required.
- Actively contribute to a culture of zero harm in the workplace; comply with legislation and organisational policy and procedures; take reasonable care to ensure actions and omissions do not impact on the

BUSINESS MANAGER POSITION DESCRIPTION

health and safety of others.

- Perform work in accordance with relevant legislation and quality standards; fostering and promoting commitment to quality and continuous improvement.
- Undertake administrative duties associated with the performance of the position's specific duties.
- Other duties within the scope of this position and as directed from time to time.

Core Capabilities:

- A commitment to the principles of social justice.
- Ability to work independently and as a member of a team.
- Highly developed verbal and written communication skills, including presentation and interpersonal skills.
- High level of computer literacy including the ability to use a client information management system.
- A high-level of stakeholder management skills including the ability to relate to people from different cultural and socio-economic backgrounds.

Essential Requirements:

- Tertiary qualifications in a business-related discipline; e.g. a bachelor's degree in business management or a similar qualification and or relevant extensive experience.
- Recent demonstrated experience as a business manager or relevant managerial role.
- Highly developed Human Resource and Industrial Relations management skills.
- Highly developed business management skills.
- Proven experience with business and strategy development processes.
- Proven experience working with financial and budgetary processes.
- Ability to travel if needed.

Desirable:

- Strong capabilities with database and information systems software.
- Driver's license.

Acknowledgment

I have received, reviewed, and fully understand the position description. I also understand I am responsible for the satisfactory execution of the essential functions described therein.

I further understand future performance evaluations are based on my ability to perform the duties and responsibilities outlined in this position description to the satisfaction of Tenants Queensland.

I have discussed any questions I may have had about this position description prior to signing this form and am satisfied with the responses.

Employee name (please print) _____

Employee signature _____ Date _____

Manager's name (please print) _____

Manager's signature _____ Date _____