



POSITION DESCRIPTION

Position Title:	Business Manager ('BM')
Employer:	Inspire Youth and Family Services ('Inspire')
Location:	Inala, Brisbane
Reports to:	Chief Executive Officer

Primary Purpose of Role

The Business Manager is responsible for managing the corporate and business systems of Inspire, ensuring operational efficiency and effectiveness.

The primary focus of this role is to ensure that systems such as finance, HR, payroll, quality assurance and learning management operate efficiently, align with organisational goals, and deliver value through improved productivity, data integrity, and cross-functional collaboration.

Values and Behaviours

Evolving	Lead continuous improvement and partnering for change
Accountable	Role model accountability through person-centred, fair, ethical and transparent decision-making
Relationships	Demonstrate respect and build strong relationships with stakeholders, other organisations and the community
Engaging	Foster an environment that is inclusive, healthy, safe and fun

Key Responsibilities / Accountabilities

Governance and Risk

Support the CEO to ensure compliance with all legal, regulatory, and contractual obligations.

- Maintain quality systems and standards throughout the business updating processes and procedures when necessary, communicating changes, and educating the team.
- Undertake periodic internal quality audits for Inspire as required by law and/or funding contracts.
- Update policies and procedures as required to reflect changes in legislation, the integrated service delivery model and new contracts, business or operating environments.
- In consultation with the Inspire leadership team, develop and implement business processes that reflect the business needs of the organisation and that achieve operational efficiency and effectiveness.
- Maintain the Operational Risk Register.

Performance Measures

- All quality audits conducted as per annual Internal Audit schedule
- Policies and procedures all compliant with relevant legislation and standards
- Operational Risk Register updated as required and monitored every quarter

Financial Viability and Legacy

Assist the CEO to maintain and improve the organisation's financial sustainability.

- Annual budget delivered and approved by the Board within required timeframes

Key Responsibilities / Accountabilities	Performance Measures
<ul style="list-style-type: none"> • Develop, in consultation with the Accountant and CEO, the annual operational and capital budgets. • Monitor, report and contribute to the Investment Strategy • Conduct payroll, accounts payable and accounts receivable functions. • Undertake funding, financial sustainability, and revenue management functions, including reporting obligations and regular budget/forecast monitoring. • Responsible for strategic procurement for the organisation, maintaining relationships with partners/vendors/suppliers. • Draft tender, Expression of Interest and grant responses for potential new contracts identified as strategic to organisational sustainability and growth of Inspire. 	<ul style="list-style-type: none"> • Budget variance within +/-5% • All payroll and accounts functions completed accurately, within required timeframes • Full compliance with all financial reporting obligations to funders and the Board • Key procurement contracts in place and reviewed at least annually • Tender, EOI and grant applications completed within relevant deadlines
<p data-bbox="203 716 938 779"><i>Support the implementation of clear metrics and performance reporting aligned to the strategic plan and service outcomes.</i></p> <ul style="list-style-type: none"> • Participate in strategic planning and work collaboratively with the CEO to develop and deliver the KPIs and objectives of the operational plan. • Monitor and evaluate business operations and performance to ensure alignment with strategic goals and continuous improvement. • Ensure reporting to the Board and external stakeholders is timely, accurate, and aligned with organisational KPIs and compliance requirements. • Support the delivery of accurate, high-quality, and data-informed performance reporting, including outputs, outcomes, and impact measures. • Develop systems, processes, policies and procedures that support the wider Inspire team in efficient service delivery. • Ensure Inspire has adequate and suitable resources to complete its activities (e.g. people, material, equipment etc.) and these are managed and used appropriately. 	<ul style="list-style-type: none"> • All KPIs in place and performance monitored and reported to CEO quarterly • Quarterly reporting demonstrates measurable client, program and strategic outcomes • Evaluation and continuous improvement cycles evident in at least 2 service areas annually • Board receives timely and data-informed reports to support governance-level decision making
<p data-bbox="203 1398 446 1430">People and Culture</p> <p data-bbox="203 1436 873 1499"><i>Build and maintain a high-performing and values-aligned organisational culture.</i></p> <ul style="list-style-type: none"> • Provide clear, values-driven leadership and serve as a role model across the organisation. • Cultivate a strong organisational culture based on ethics, integrity, inclusion, and continuous improvement. • Support staff performance, development, supervision, and succession planning through the Learning Management Systems and related processes. • Implement initiatives to recognise and celebrate staff performance and reinforce positive behaviours aligned with Inspire values. • Maintain clear records of staff performance feedback to support accountability and follow-up. 	<ul style="list-style-type: none"> • Annual staff survey completed with at least 90% participation • 100% of staff receive performance development reviews annually • Succession and development plans in place for all key leadership roles • Evidence of proactive WHS and staff wellbeing initiatives implemented • All WHS incident reports followed up within 2 business

Key Responsibilities / Accountabilities	Performance Measures
<ul style="list-style-type: none"> • Lead workplace wellbeing initiatives and provide brief interventions to support staff health, safety, and morale. • Lead reviews of workforce structure and needs. • Develop, review, implement and communicate WH&S practices and procedures to ensure all Inspire staff fulfil WH&S requirements • Manage all workplace injuries, including Workcover claims and Return-to-Work Plans. • Be responsible for end-to-end employee life-cycle management from onboarding to exit and maintain HR records. • Provide responsive coaching, acting as a role model for direct reports and other team members. • Maintain up to date knowledge of employment legislation and requirements and manage issues as they arise. • Manage organisational change within a sound organisational change management framework ensuring new business processes, changes in organisational structure and cultural changes are effectively managed. 	<p>days and appropriate interventions applied</p> <ul style="list-style-type: none"> • No breaches of employment legislation reported
<p>Community Engagement, Collaboration and Communication</p> <p><i>Strengthen stakeholder relationships and support business growth opportunities.</i></p> <ul style="list-style-type: none"> • Build and maintain strong relationships with key stakeholders and community partners to support long-term sustainability and influence. • Engage in meaningful business development and networking activities aligned to strategic goals. • Oversee internal communications and ensure Inspire is well-represented in communications with internal and external stakeholders. • Proactively take responsibility for IT systems management responding to changes in technology, systems and processes requirements. • Manage and produce information for management reports and communications supporting the CEO in communicating with internal and external stakeholders. • Develop content for communications and marketing internally and externally seeking input from the Inspire team with signoff from the CEO. • Support the implementation of the Community Engagement and Marketing Plan, which incorporates social media, community networks and stakeholder communications and encompasses brand and website management to reflect the “voice” of Inspire and build its presence. 	<ul style="list-style-type: none"> • Management reports prepared to a high quality and submitted to CEO for approval within designated timeframes • All IT systems issues resolved in a timely manner • Community Engagement and Marketing Plan delivery on track

Direct Reports

Administrative Support

Key Relationships

Internal

Sub Committees

External

CEO, Board members, leadership team, staff

Governance and Risk; Financial Viability & Legacy; People and Culture;

Government agencies, funding bodies, partner organisations, professional networks, community organisations, contractors

Key Selection Criteria

1. Demonstrated ability to support the Chief Executive Officer develop and deliver Inspires operational plan
2. Demonstrated ability to utilise and manage financial systems and processes including reporting, accounts payable and receivable, payroll and budgeting
3. Demonstrated experience in person-centred Human Resource systems and processes and Learning Management Systems
4. Demonstrated ability to collaboratively develop policies, procedures and process improvements to ensure the efficiency and effectiveness of business systems
5. Well-developed knowledge of government programs and priorities, tender responses, grant writing and community services responses for vulnerable people
6. Understanding of Work Health & Safety and Industrial Relations requirements as applied in community services work environment
7. Experience in application of relevant industry quality standards, including ability to oversee and conduct quality audit requirements
8. Demonstrated effective verbal, written and interpersonal communication skills, including ability to communicate effectively with a diverse range of stakeholders

Education / Qualifications and Other Requirements

- Undergraduate degree or higher qualification in Business, Commerce, Marketing or Communications or related discipline
- A current Positive Working with Children Check (“Blue Card”)

Approved By: Chief Executive Officer

Date: 15/12/25