

POSITION DESCRIPTION Business Manager

Position details	
Position Title	Business Manager
Reporting structure	General Manager
Industrial Award	Community Transport (NSW) Multi enterprise Agreement 2011
Classification Pay	6.1 SCHCADS Award
Employment status	Permanent – Full time
Direct reports	N/A
Indirect reports	Operations Team, Client Services Team and Drivers
Overall Purpose	
<p>The Business Manager works across the whole organisation and plays a critical role in ensuring the financial sustainability, compliance, and operational efficiency of the organisation. The role supports the General Manager and Board by managing business systems, finance, contracts, and reporting functions. The Business Manager also works to strengthen organisational capacity, improve service delivery processes, and contribute to the strategic growth of community transport services.</p> <p>The Business Manager assists the GM to represent the organisation with multiple stakeholders by building and maintaining positive relationships, involved in the formation of transport services, prepare budgets and contribute to the management of HKCT</p>	
Workplace responsibilities	
(Duties and responsibilities necessary for all team members to fit into the HKCT team and culture)	
<ul style="list-style-type: none"> • Approach and behave in a manner that imbues HKCT's values, vision and mission; and that will assist in achieving its organisational goals, strategies and reputation for excellence. • Adhere to workplace health and safety policies and proactively contribute to maintaining a safe, clean and healthy work environment. • Adhere to Human Resource policies including anti-discrimination, harassment and victimisation. • Adhere to all other HKCT policies and procedures. • Adhere to the requirements of all relevant legislation regarding privacy and the protection of personal information. • Communicate with consumers, colleagues, and all other stakeholders with respect and understanding at all times. • Maintain a constant focus on building strong customer and team relationships. • Pursue the highest standards of performance and customer service and focus on delivering outstanding results and efficiencies. • Work and conduct yourself in an ethical manner at all times. 	
Key relationships	
Internal	<ul style="list-style-type: none"> • HKCT Leadership team • All HKCT employees and volunteer workforce
External	<ul style="list-style-type: none"> • Clients and their families / carers • Service providers / suppliers • Accountant • Transport for NSW / Point to Point Commissioner • Other Community Transport Service Providers, as directed • Hornsby and Ku-ring-gai Councils' community staff

Specific duties and responsibilities	
Key Area of Responsibility	Key tasks and KPIs
1. Finance Management	<ul style="list-style-type: none"> • Lead financial planning, budgeting, and reporting processes. • Monitor income and expenditure against budgets and funding agreements. • Prepare timely financial reports for management and the Board. • Oversee payroll, accounts receivable/payable, and procurement processes. • Ensure compliance with relevant accounting standards, funding agreements, and audit requirements. • Support long-term financial planning and sustainability initiatives.
2. Business & Compliance Management	<ul style="list-style-type: none"> • Ensure compliance with legislation, aged care quality standards, WHS, privacy, and transport regulations. • Manage contracts, grants, and funding acquittals in line with program requirements (e.g., CHSP, Support at Home). • Maintain organisational policies, procedures, and risk management frameworks. • Lead continuous improvement initiatives to ensure efficient and compliant operations. • Support compliance with the New Aged Care Act and other regulatory authorities.
3. Operational Support	<ul style="list-style-type: none"> • Work with Transport Operations Team to monitor fleet utilisation, maintenance schedules, insurance, and asset replacement planning. • Contribute to the development of service delivery systems and technology solutions. • Oversee business support functions including fleet management, asset registers, and administrative systems. • Monitor and improve business processes to enhance efficiency and client service. • Support digital transformation and technology solutions for booking, fleet, and reporting systems. • Develop business continuity and contingency plans. •
4. People & Culture	<ul style="list-style-type: none"> • Foster a positive, safe, and inclusive workplace culture. • Support recruitment, induction, and professional development activities. • Ensure adherence to organisational values and codes of conduct. • Build a collaborative, safe, and inclusive workplace culture aligned with organisational values. • Champion professional development and staff wellbeing initiatives.
5. Governance & Reporting	<ul style="list-style-type: none"> • Ensure compliance with regulatory frameworks including Aged Care Quality Standards, transport legislation, WHS, privacy, and workplace laws. • Maintain and implement organisational policies, procedures, and risk registers. • Manage government and philanthropic funding contracts, ensuring accurate acquittals and reporting. • Drive continuous quality improvement and accreditation processes. • • Support the General Manager and Board with accurate and timely reporting. • Provide analysis and recommendations on business performance and sustainability. • Assist with strategic and business planning processes.

	<ul style="list-style-type: none"> • Maintain strong stakeholder relationships, including funders, regulators, and auditors.
6. Strategy, Reporting & Stakeholder Engagement	<ul style="list-style-type: none"> • Build strong relationships with stakeholders including funding bodies, auditors, regulators, and partner organisations. • Provide analysis and recommendations to support evidence-based decision making. • Contribute to strategic and business planning alongside the General Manager and Board. • Represent the organisation in external forums where required.
7. Other duties as directed from time to time within your skills range and capacity.	

Key behavioural competencies	
Effective communication	Articulates ideas clearly so that others can easily understand the information being shared. Presents information, analysis and ideas in a clear and concise manner.
Planning and organisation	Plans and organises tasks and work responsibilities to achieve objectives by setting clear priorities and allocating resources efficiently.
Customer service	Demonstrates a strong customer service focus. Identifies, understands and prioritises the needs of consumers and uses appropriate communication and interpersonal skills to effectively engage others, builds trust and respect.
Initiative and Problem solving	Identifies what needs to be done and plan actions before being asked to aid organisational objectives to be met and before potential service issues manifest into problems. Uses insight to analyse, understand and develop simple and clear solutions that holistically solve any issue.
Teamwork and Relationship management	Demonstrates the ability to work co-operatively with others and in all teams. Listens and responds constructively to other team members' ideas, offers support, and exhibits sound judgement in decisions in the absence of direction.
Result orientation	Clear on tasks and persistence to make things happen, using a planned approach to determined priorities to help deliver agreed outcomes.
Problem Solving	
Business Analytics	

Skills, Knowledge and Experience	
Minimum qualifications	<ul style="list-style-type: none"> • Tertiary qualifications in health, aged care or community sector, and/or • Significant leadership experience in service within the humanities sector • Multicultural sensitivity and/or experience working with people from a culturally and linguistically diverse background. • Previous experience, service and competence to perform the duties required at this level within the Aged Care sector
Mandatory requirements	<ul style="list-style-type: none"> • NSW Driver's license • National Criminal History check clearance
Essential	<ul style="list-style-type: none"> • Demonstrated senior experience in financial management and business management, ideally within a not-for-profit, aged care, disability, community services, or transport environment. • Strong knowledge of compliance frameworks including aged care

	<p>standards, transport legislation, WHS, and privacy requirements.</p> <ul style="list-style-type: none"> • Proven ability to prepare and manage budgets, financial reports, and funding acquittals. • Excellent organisational and problem-solving skills with the ability to balance strategic and operational priorities. • Strong leadership and interpersonal skills, with experience supervising staff and fostering teamwork. • High-level computer literacy, including financial systems and Microsoft Office. • Commitment to the values of inclusion, community service, and safe transport. • Demonstrated ability to operate independently and professionally with limited supervision. • Comprehensive knowledge of organisation policies & procedures, program activities & work practices, organisation structures & functions and long-term goals of the organisation • Demonstrated high level of accuracy in data entry and strong attention to detail • Proven ability to plan, direct, implement & control projects as well as managerial control of the day to day, with a methodical and logical approach to work • Intermediate if not advanced computer literacy with proficiency in database management, excel, AI and Office 365 applications • Problem solving capabilities and people skills • Knowledge of the local Hornsby & Ku-ring-gai & Central Coast region • Ability to prioritise competing tasks
Desirable	<ul style="list-style-type: none"> • Relevant tertiary qualifications in Business, Finance, Management, or Community Services. • Experience in the community transport, aged care, or disability services sectors. • Understanding of government funding programs such as CHSP and the upcoming Support at Home program.

Code of Conduct for Aged Care and Serious Incident Response Scheme (SIRS)	
<p>Following changes to the Aged Care Act, two major reforms were introduced, details of which must be reviewed by visiting: https://www.agedcarequality.gov.au/providers/code-conduct-aged-care-information-workers</p> <p>The Code of Conduct describes the behaviour expected of aged care providers (HKCT), their governing persons (HKCT's Board members) and aged care workers (you and all HKCT team members).</p> <p>The Code clearly outlines expected behaviours in the delivery of care, supports and services. Your position description is aligned with the Code, yet your required understanding of and agreement to comply with our industry's Code of Conduct is herewith summarised:</p> <ol style="list-style-type: none"> a. Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions b. Act in a way that treats people with dignity and respect, and values their diversity c. Act with respect for the privacy of people d. Provide care, supports and services in a safe and competent manner, with care and skills e. Act with integrity, honesty and transparency f. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services g. Provide care, supports and services free from <ol style="list-style-type: none"> i. All forms of violence, discrimination, exploitation, neglect and abuse, and ii. Sexual misconduct 	

- h. Take all reasonable steps to prevent and respond to
 - i. All forms of violence, discrimination, exploitation, neglect and abuse, and
 - ii. Sexual misconduct

As a provider of aged care services, HKCT must strictly adhere to the Serious Incident Response Scheme (SIRS) that mandates all reportable incidents be advised to the Commonwealth Government within set timeframes, many of which are within 24 hours.

<https://www.agedcarequality.gov.au/sirs/sirs-home-services>

You are therefore obliged to report any occasion, or any observed or suspected incident of the following to the General Manager immediately:

1. Unreasonable use of force against a client or service participant
2. Unlawful sexual contact or inappropriate sexual conduct inflicted on a client or service participant
3. Psychological or emotional abuse of a client or service participant
4. Expected death of a client or service participant
5. Stealing from, or financial coercion of, a client or service participant by a team member
6. Neglect of a client or service participant
7. Inappropriate use of a restrictive practice in relation to a client or service participant
8. Unexplained absence of a client or service participant from the service

Declaration

I understand the requirements of this position and of working with Hornsby Ku-ring-gai Community Transport and will fulfil my obligations to do the tasks I have been assigned plus other duties as reasonably directed, to meet the ongoing needs of the organisation, as well as the organisation's legal obligations and mandates.

Employee name: _____

Signature: _____ Date: _____

Gen Manager: _____

Signature: _____ Date: _____