

Service Enablement State Manager

Position information

Area:	Housing
Reports to:	Executive Officer - Housing
Engagement:	Employee Agreement

Your role

The Service Enablement State Manager is responsible for leading and optimising non-customer-facing functions to enhance the overall efficiency and effectiveness of service delivery. The role requires strategic alignment with St Vincent de Paul Society Queensland Housing's mission and strategic goals, driving operational excellence through policy development, workflow analysis, and resource management.

Working collaboratively with internal teams and stakeholders, the Service Enablement State Manager will manage various relationships, enhance service standards and practices, oversee compliance frameworks, and implement process improvements that reduce inefficiencies and elevate performance. This role plays a pivotal part in supporting staff with the tools and resources necessary for seamless operations, fostering an innovative and high-performing culture, and driving change initiatives across the organisation. The Service Enablement State Manager ensures compliance with legislative requirements, mitigates risk through continuous monitoring, and contributes to the Society's strategic objectives through proactive leadership and operational oversight.

Society's mission and values

The Society is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Commitment, compassion, respect, integrity, empathy, advocacy and courage are our values. We work together in an environment where our people have a shared understanding of how we behave towards each other, the individuals and communities we serve, our supporters and all those we are in contact with through our good works.



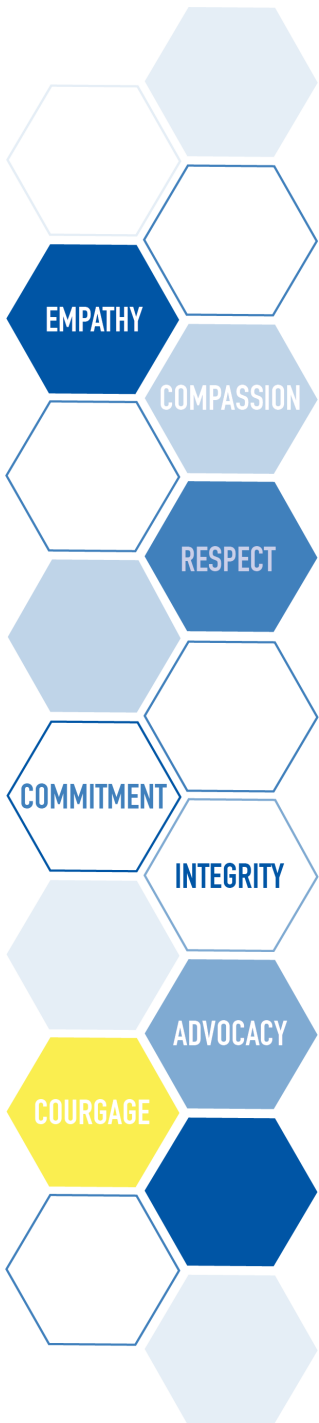
Key Responsibilities

Service Enablement:

- **Strategic Alignment:** Align with and promote St Vincent de Paul Society Queensland Housing strategic plan, ensuring all internal operations contribute to achieving organisational goals and enhancing operational efficiency.
- **Operational Performance:** Collaborate in developing the organisation's focus areas by optimising back-end operations and ensuring robust support for service delivery functions.
- **Policy Development:** Establish, implement, and continuously review policies and procedures to ensure operational excellence, compliance with legislative requirements, and alignment with the organisation's mission and objectives.
- **Workflow Analysis & Process Improvement:** Analyse workflows, identifying areas for improvement. Implement efficient processes that enhance resource allocation, productivity, and reduce waste, focusing on non-customer-facing functions.
- **Vendor & Contractor Management:** Manage relationships with vendors and contractors, ensuring service-level agreements are adhered to, and contractual obligations are met. Regularly review and assess vendor performance to ensure operational and financial efficiency, seeking to optimise supplier relationships for improved outcomes.
- **Budget & Resource Management:** Provide input into budget development for non-customer-facing functions, monitor expenditure, and implement cost-control initiatives to maximise the efficient use of resources.
- **Operational Initiative Execution:** Leverage Project Management Disciplines to manage the successful rollout of operational initiatives within prescribed timelines, ensuring alignment with both operational and functional objectives.
- **Internal Team Support:** Support internal staff teams by providing the necessary resources, tools, and guidance to enable effective service delivery across tenant and property management functions.
- **Collaborative Partnerships:** Identify and foster innovative collaborations that improve operational efficiency and contribute to the ongoing growth of the organisation's program portfolio while enhancing support for tenants.
- **Stakeholder Relationships:** Maintain productive working relationships with key internal and external stakeholders to benefit both the organisation and its tenant base, ensuring open communication channels and effective collaboration.

Compliance & Operational Control:

- **Compliance Adherence:** Ensure that internal operations comply with all relevant legislative requirements, program specifications, and organisational policies.
- **Risk Mitigation & Audit Readiness:** Implement and oversee monitoring frameworks to mitigate risks and enhance audit readiness, ensuring operational processes are compliant and regularly assessed.
- **Internal Auditing & Continuous Monitoring:** Manage internal auditing procedures to maintain regulatory compliance, addressing discrepancies promptly and ensuring teams are operating within compliance frameworks.



POSITION DESCRIPTION



- Financial Operations Oversight: Oversee financial transactions, including reconciliations, end-of-month processes, and financial reporting, ensuring accuracy and timeliness across non-customer-facing functions.
- Vendor Compliance: Ensure that vendors and contractors comply with contractual agreements and operational standards, conducting periodic audits and performance evaluations to mitigate risks.
- System Monitoring: Monitor internal systems to ensure data accuracy, timely documentation, and overall information integrity, supporting operational effectiveness.

Reporting and Continuous Improvement:

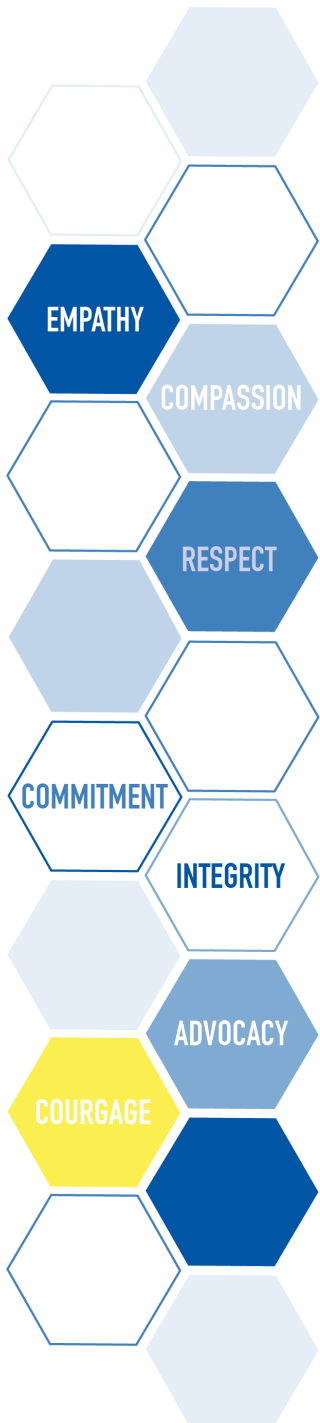
- Performance Reporting: Ensure that operational actions and performance metrics are accurately reported in a timely manner, meeting both internal and external (funding body) requirements.
- Key Performance Indicators (KPIs): Continuously monitor key operational KPIs, surfacing recommendations and implementing improvements in areas such as Contract Performance, National Regulatory Reporting, Operational Metrics, rent arrears management, maintenance workflows, and resource allocation to drive enhanced performance.
- Standardisation & Process Improvement: Implement and maintain standardised processes across non-customer-facing teams to minimise errors, improve consistency, and support a high-performance operational environment.
- Incident Reporting: Proactively notify the line manager of any operational incidents or risks that could impact the organisation's reputation or compliance standing, ensuring swift resolution.

Leadership and Team Development:

- Team Culture & Collaboration: Foster a high-performing team culture that values operational excellence, collaboration, and continuous improvement, ensuring that non-customer-facing teams operate effectively.
- Change Leadership: Drive change initiatives across non-customer-facing teams, ensuring clear communication, staff engagement, and fostering a positive attitude toward change.
- Staff Training & Development: Provide leadership to operational and administrative staff, ensuring clear roles and responsibilities, regular feedback, and professional development opportunities. This includes uplifting knowledge management systems to ensure staff have access to essential operational information and training.
- Knowledge & Training Management: Ensure staff are equipped with up-to-date knowledge, tools, and resources, facilitating regular training on internal policies, systems, and operational procedures to maintain high performance.

General Operations:

- Business Continuity & Contingency Planning: Ensure that all operational teams have robust continuity plans in place for periods of staff absence, ensuring seamless service enablement and minimal disruption to operations.





- **Process & Operational Efficiency:** Identify and drive continuous improvement by implementing innovative solutions to address changing operational needs and enhance overall efficiency across internal teams.
- **Government & Sector Compliance:** Maintain a strong understanding of relevant government policies and sector-specific legislation, ensuring all internal operations comply with evolving regulatory requirements.
- **WHS Compliance:** Adhere to workplace health and safety (WHS) responsibilities, ensuring a safe and compliant working environment in line with the WHS Act 2011.
- **Code of Conduct Adherence:** Uphold the values and behavioural standards outlined in the St Vincent de Paul Society Queensland Code of Conduct, ensuring compliance with all organisational policies and procedures.

Qualifications and Experience:

- Relevant qualification and/or minimum 5 years demonstrated experience in audit, risk, compliance, finance, governance, or operational assurance within community housing, social services, public administration, or a related discipline, including experience supporting organisational systems, controls, and enabling functions.
- A comprehensive understanding of housing and support services, community engagement, and regulatory compliance is essential. Familiarity with relevant legislation, funding requirements, and best practices in the social services sector is necessary.
- Demonstrated ability to coordinate and support multidisciplinary teams in the effective use of organisational systems, workflows, and processes, ensuring accurate data management, system compliance, and consistent operational practices. Experience working with both paid staff and community volunteers would be highly regarded.
- Strong leadership and management skills to create a positive and productive work culture, lead change initiatives, and foster collaboration among team members
- Excellent communication, critical thinking, emotional intelligence, with strong analytical and problem-solving skills to assess complex situations, identify opportunities for operational improvement, and develop innovative solutions
- Project management skills to plan, execute, and evaluate initiatives within established timelines and budget constraints
- Ability to work both autonomously and collaboratively as part of a team
- Resilient and adaptive with a professional attitude that promotes SVdP's core values



POSITION DESCRIPTION



- Understanding of and commitment to the philosophy of the St Vincent de Paul Society Queensland and an ability to work in accordance with policies and procedures to promote the values and mission of the Society

