



Position Description

Position Title	Business Manager
Reports to	Chief Executive Officer (CEO)
Direct Reports	Business Support Officer (re-designed from current Office Manager position)
Location	First Steps Count Child and Family Hub, 4 Myall Ave Taree
Employment Status	Permanent Part-Time – 32 hours/week

Position Purpose

The Business Manager is responsible for the successful day-to-day operational, financial, and administrative running of the hub. The role ensures a compliant, well-maintained, and commercially sustainable venue, delivers high-quality service to hirers and stakeholders, and supports the CEO in growing the hub's business and community impact.

Key Responsibilities

1. Operations & Facilities

- Responsible for the successful day-to-day operational running of the hub
- Oversee and manage general building maintenance, including fire compliance
- Ensure compliance and quality assurance across all operational functions
- Manage risk, and maintain policies and procedures
- WHS compliance and reporting

2. Financial Management

- Manage day-to-day financials, including budget management
- Oversee accounts receivable and payable, petty cash, and invoice management
- Liaise with external FSC Bookkeeper/Accountant

- Liaise with the FSC Inc. Treasurer or Chair as requested by the CEO or FSC Inc. Board of Management
- Assist the CEO and/or FSC Inc. Board members with all elements of strategic development and grant application/management as directed

3. Hirer & Stakeholder Relations

- Responsible for hirer satisfaction, onboarding new hirers, and optimising venue hire
- Manage feedback, complaints, and general hub enquiries
- Support the CEO with business development, generating new hirer business and revenue opportunities
- Run building tours on demand

4. Leases, Licences & Partnerships

- Manage all sub-leases and licences, including the Head Lease
- Manage partnership agreements and renewals
- Facilitate the leadership group of key stakeholders

5. Systems, Privacy & Compliance

- Systems oversight, including obligations under the Privacy Act and data security
- Coordinate child protection training

6. People Management

- Supervise and manage the Business Support Officer
- Award interpretation and compliance, leave management and approvals

Shared Responsibilities

These responsibilities are shared by all members of the team.

Cultural and Relational Commitments

- Maintain a welcoming, culturally safe environment
- Welcome all families to the hub with warmth, without judgement
- Work in partnership with families using strengths-based approaches
- Build respectful, trusting relationships with community
- Actively participate in reflective supervision

Operational and Organisational Commitments

- Cover front reception desk as required to cover periods of leave/absence
- Attend community and fundraising events
- Contribute to funding and grant applications for programs
- Participate in workforce and service planning

- Participate in strategic planning as appropriate
- Record keeping and maintenance of accurate records
- Photography and consent management
- Support outcome measurement and data collection
- Reporting as required by role
- Staff wellbeing — checking in with colleagues and contributing to a supportive team culture
- Any additional assistance the CEO may require / direct at any time.

Key Relationships

Internal

CEO, Treasurer (FSC Inc. Board), FSC Bookkeeper/Accountant (contractor), Business Support Officer, Hub Leader, Community Partnerships Lead, volunteers and community leaders

External

Partnering organisations, service partners, families and community members, interagency partners

Key Selection Criteria

1. Demonstrated experience in an operations, business, or other management role.
2. Strong financial and administrative skills, including accounts payable/receivable, budgeting, and working with external accounting providers.
3. Sound understanding of WHS, risk management, and compliance frameworks, with the ability to embed these into day-to-day operations.
4. Demonstrated people management experience, including leave management, and staff supervision.
5. High-level interpersonal and communication skills, with a demonstrated ability to build positive relationships with multiple stakeholders.
6. Experience identifying and developing new business or revenue opportunities.
7. Experience implementing or overseeing operational systems.
8. Ability to work independently, manage competing priorities, in a part-time capacity.
9. Alignment with the organisation's values and a commitment to working in a culturally safe, family-friendly community environment.

Other Requirements

- Working with Children Check
- National Police Check