



position description

Job Title:	Support Hub Team Leader
Position ID:	New Position
Location:	Yuggera/Tuurbal Milton
Division/Programme:	Enterprise Operations – Support Hub
Immediate Manager:	Head of Enterprise Operations
Direct Reports:	Enterprise Support Officers

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity, and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments, and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

yourtown has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

purpose of the position

The Team Leader Support Hub plays a crucial role in providing line management and values-based leadership to a team of Enterprise Support Officers, working collaboratively to deliver effective, efficient, and quality administrative support services that contribute to the smooth functioning of the organisation.

responsibilities

May include, but are not limited to:

- Responsible for leading a team of Enterprise Support Officers to provide high-level customer-focused administrative support to the organisation by:
 - Ensuring support services to the organisation are to the expected standard, are accurate and timely, compliant with requirements, and meet service level agreements
 - Developing initiatives and processes that continuously improve services in line with service level agreements
 - Providing expert advice and guidance to Enterprise Support Officers for complex or unusual issues, including the resolution of escalated queries or complaints
- Manage operational activities which form part of the responsibilities of the Enterprise Support Hub according to KPI's, service levels, and quality standards:

- Develop and maintain a customer-centric strategy for service delivery within the Support Hub Team.
- Undertake process, procedure, and guideline review, with a focus on continuous improvement in the delivery of quality administrative support services.
- Monitor compliance activities to ensure the support is in line with relevant policy and legislative requirements.
- Liaise with various business areas to assess and address emerging needs, while managing and reviewing ongoing service level agreements to ensure appropriate support.
- Undertaking quality assurance, including implementing quality control measures, reviewing work outputs, and ensuring the administrative support provided meets the organisation's expectations.
- Reviewing workloads and managing expectations and timeframes with different business areas in times of high demand.
- Manage a high-performing team through the promotion of a team culture that motivates and inspires professional conduct:
 - Develop and maintain a high-performing team that consistently achieves objectives and targets
 - Manage on-boarding and induction processes to create and maintain a team who are appropriately qualified, skilled, and supported in their ongoing professional and personal development
 - Ensure all team members have a performance agreement and individual development plan in place and are provided with regular performance feedback in line with the Organisational Performance System
 - Foster ongoing learning and development of team members through coaching, training, and development activities, and manage remedial action through yourtown's performance management framework to meet service and business needs in line with mission, vision, and values
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations, including:
 - Maintaining currency of knowledge with regards to relevant legislation, professional practice, and emerging trends to ensure advice is current and effective.
 - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
 - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance Framework.
 - From time to time, assist in other locations and travel intrastate or interstate, as required.

at **yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking and giving feedback, and participating in **yourtown** leadership impact opportunities.
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.
- Engage respectfully and meaningfully with Aboriginal and Torres Strait Islander communities, stakeholders, clients, and colleagues. Actively support initiatives identified in **yourtown's** Stretch Reconciliation Action Plan 2023 – 2025.

at **yourtown** our people leaders:

- Lead, role model, and manage values-aligned, safe, well, inclusive teams by fostering a culture that motivates, inspires, and holds to account behaviour, professionalism, performance, and service orientation.
- Inspire a high-performing team that consistently strives to achieve objectives, targets, and outcomes.
- Drive employee lifecycle experiences that build, grow, and maintain teams of appropriately qualified, skilled, and supported team members, investing in their ongoing professional and personal development and proactively implementing required remedial action through **yourtown's** performance management framework if required.
- Foster a learning mindset through coaching, training, and continuous feedback.
- Promote individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset, and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, feedback loops and participating in **yourtown** leadership impact opportunities.
- Empower teams to harness human-centred design principles to design products, services, systems, and experiences that address the core needs.
- Actively seek to discover and develop their team members' sense of purpose, enhancing ways of working that unlock potential and unleash creativity.
- Solve problems using a super team approach leveraging cross-functional capabilities and skills with diverse thinking to create and sustain a future-ready workforce.

selection criteria

Essential knowledge, skills, abilities:

- Relevant Diploma level qualification in Business Administration or similar field, plus a minimum of 5 years of experience performing a leadership role in a quality-focused administrative function.
- Demonstrated ability to lead, manage, and motivate a team to achieve high performance and meet service level agreement requirements and organisational outcomes. Along with the ability to foster a collaborative environment and promote teamwork to achieve common goals.

- Excellent verbal and written communication skills, with a proven ability to liaise effectively with various business areas and stakeholders.
- High-level knowledge of quality assurance activities, contract management, process improvement, and compliance activities, along with the proven ability to apply this knowledge to support effective, accurate, and timely administrative support.
- Strong analytical and problem-solving skills with the proven ability to apply these skills to address issues and implement effective solutions.
- Exceptional organisational and time management skills to coordinate tasks, manage workflows, and ensure timely completion of activities, along with flexibility and adaptability to respond to changing needs and priorities within the organisation.

Desirable knowledge, skills, abilities:

- Past experience working for a Not-for-Profit or similar organisation would be considered desirable.

requirements

The Support Hub Team Leader must always:

- Comply with the relevant state or territory requirements for working with children.
- Maintain satisfactory National Criminal History Check.
- Possess an unrestricted current Driver's Licence.
- Comply with **yourtown's** immunisation procedure.
- Demonstrate conduct compliant with **yourtown's** Code of Conduct.
- Maintain confidentiality and discretion in all matters.
- Align to the mutuality of safety and wellbeing for self and others in all **yourtown** workplaces and work related activities.
- Uphold the **yourtown** safeguarding commitment in every aspect of their role.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V1.0	Jodie McAloney	10/06/2025	10/06/2025	Establishment of Enterprise Support Hub – operating model

records management

Completed templates are to be saved by the relevant manager or business partner using the naming convention "**MM-YYYY Approved - PD - Position title**".