



Job Description Form

Manager Business Support

Position Details

Position Number: 013458

Classification: Level 7

Award: Public Service Award

Agreement: Public Sector Agreement

Organisational Unit: Child Protection and Family Support / Office of the Deputy Director General CPFS / CPFS Central Business Support

Location: Perth Metropolitan Area

Classification Date:

Effective Date: January 2026

Reporting Relationships

This position reports to:

Director Executive Services, 016645, Level 8

Positions under Direct Supervision:

This position has the following subordinates:

- 2x Coordinator Business Support, Level 6
- 2 x Financial Analysts, Level 6



About the Department

Communities provides person-centred, place-based support to the most vulnerable members of our Western Australian community.

We work towards this goal through a range of functions and service delivery responsibilities, all of which are more impactful and effective when we work in partnership with families, communities, community sector services and Aboriginal Community Controlled Organisations (ACCOs).

At Communities, we are privileged to provide services and partner with others to keep children safe; provide vital community services, including in emergencies; address homelessness; prevent family and domestic violence; provide stewardship for the disability sector; regulate the early childhood and care sector; and manage the agenda for Women's interests, youth, seniors and ageing, carers, and volunteering.

We are on a continuous journey to improve the way we work with our communities and partners across Western Australia. Everything we do is about creating 'better lives together through people, place and home' and working together to provide responsive services that build safe, inclusive and empowered communities.

We promote a diverse workforce and embrace a high standard of equal opportunity, health and safety, and ethical practice.

Join us and work in a role where you can make a real difference to the lives of children, families, individuals and communities throughout Western Australia.

Role Statement

As a Manager Business Support you will manage the activities of the Business Support Unit, providing advice and support to the Child Protection and Family Support Division within the Department on resource operations.



The role works collaboratively with staff to ensure integrated Service provision and provides assistance and advice to Executive Management.



Position Duties and Responsibilities

1. Management and Leadership

- 1.1 Manages and coordinates the activities and resources of the Business Support Unit to enable it to deliver outcomes required by the Directorate's Operational Plan.
- 1.2 Manages the relationship between Directorates within the Department on Resource operations and practices.
- 1.3 Provides assistance and advice to the Executive Management.
- 1.4 Manages the Business Support Unit's Budget.

2. Planning and Policy

- 2.1 Develops and maintains the Unit's Business Plan to support the Directorate's Operational Plan.
- 2.2 Develops and maintains the Unit's Work Plan to meet Business Plan objectives.
- 2.3 Provides advice and assistance in the formulation of Policies and Procedures to improve the Department.
- 2.4 Develops and maintains best practice Policy and Procedures relevant to the Unit.
- 2.5 Manages the efficient and effective operation of the Business systems, thereby ensuring that the delivery of business systems throughout the Department are timely and accurate and delivered at the lowest possible cost.

3. Business Support and Coordination Administration

- 3.1 Coordinates strategies to ensure compliance with relevant Legislation and Public Sector Policies and Standards.



- 3.2 Provides appropriate advice and information to Directorates on Procedures and practices.
- 3.3 Monitors and reports on the compliance of Division Operations with Legislative requirements and Department Policies and Procedures.



- 3.4 Takes responsibility for managing staffing and oversees workload management within the Division.
- 3.5 Takes responsible for accountability and sound Corporate Governance within the Division.
- 3.6 Provides timely and accurate reporting and advice which meets Department and Government Standards and is appropriately analysed, identifies risks and recommends management strategies.

4. Other

- 4.1 Ensures that a quality customer service is provided at all times.
- 4.2 Represents the Department on external and internal Working Parties as required.



Corporate Responsibilities

1. Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Communities performance development process and pursues professional development opportunities.
3. Participates in emergency or critical event response management duties as required.
4. Undertakes other duties as required.

Work Health and Safety Responsibilities

All Employees (and Volunteers / Trainees / Contractors)

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

Supervisors (if applicable)

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.



Essential Work-Related Requirements (Selection Criteria)

1. Demonstrated experience in showing leadership, Policy development and Planning to deliver Organisational outcomes.
2. Demonstrated experience in managing resources (Human, Financial and Physical), to optimise output achievement consistent with best practice.
3. Demonstrated ability to identify and manage significant Risks.
4. Experience in providing advice and reports that contribute to the overall strategic management of an Organisation

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.