

Position Description

Coordinator Operations

Position Number	OP11	Award	GOSAC
Reports to	General Manager Operations and Communications	Level	5
Business Area	Operations	Direct Reports	6
Date	December 2020	Total Reports	6

About MyLeave

The Construction Industry Long Service Leave Payments Board (trading as MyLeave) is a Statutory Authority established pursuant to the provisions of the *Construction Industry Portable Paid Long Service Leave Act 1985* (the Act). The primary mission of MyLeave is to manage in an efficient and effective manner, portable long service leave for construction industry employees, established by the Act. This is achieved by:

- Ensuring that all eligible employers are registered and are paying contributions on behalf of all eligible employees.
- Ensuring that all eligible construction industry employees are registered.
- Minimising the contribution rate payable through optimising the rate of return on investment funds and minimising the administrative cost.

MyLeave provides a significant benefit to employees in the form of a portable long service leave benefit which, due to the nature of the industry, would normally not be available.

MyLeave educates employers and employees and ensures compliance through a program of inspections and site visits. Where necessary, MyLeave prosecutes for non-compliance with the Act.

The Role

The Coordinator Operations provides operational leadership, planning and direction to team members responsible for the preparation and processing of long service leave claims. The position provides advice to team members on complex issues concerning the Scheme and supports the General Manager in ensuring a high quality of customer service delivery and Scheme administration activities.

Responsibilities

Long Service Leave Claims

1. Responsible for leading the claims team, prioritising and scheduling the processing of long service leave claims.
2. Responsible for assessing long service leave claims for compliance with the Act and approving or rejecting applications in accordance with MyLeave delegations.
3. Provides advice and information to stakeholders in relation to complex complaints or queries.

Scheme Administration

4. Works with the General Manager to ensure that data input/output, returns and reports are produced accurately and in a timely manner.
5. Assists with data analysis on the returns and payments process to determine targeted interventions and programs.
6. Proactively seeks achievable process and system improvements within the scheme administration functions.

Organisation Support

7. As a senior team member, the role provides advice to MyLeave staff and the public on the provisions of the Act and relevant industrial instruments.
8. Works with the General Manager to coordinate and facilitate the ongoing training and development of the team.
9. Manages, supervises and directs Operational staff as required.
10. Assists the General Manager with the review, development and implementation of system and processing improvements to improve MyLeave effectiveness and productivity.
11. Responsible for the development and maintenance of work instructions and the Policies and Procedures manual for operational functions.
12. Provides back-up operational support for critical processes when required.

General

13. Comply with MyLeave's Code of Conduct, policies, procedures and relevant legislation.
14. Meet Work Health and Safety, equal opportunity and other legislative requirements in accordance with the parameters of the position.
15. Ensure own safety and health and use such protective clothing and equipment as provided in a manner instructed to use it.
16. Other duties as directed.

Essential Criteria

The following capabilities are essential to meet the requirements of the position:

1. Well-developed verbal and written communication skills.
2. Well-developed interpersonal skills including the ability to negotiate and manage difficult and confrontational situations.
3. Considerable experience with information systems, including familiarity with databases.
4. Experience applying sound administrative skills with a focus on compliance, auditing, accounting, human resources or similar office activities.
5. Well-developed conceptual and analytical skills and experience in the interpretation of legislation and/or policies and procedures.
6. Well-developed organisational and time management skills with minimal supervision.
7. Experience and the ability to work effectively as a team leader and maximise team productivity.

Desirable Criteria

The following capabilities are desirable to meet the requirements of the position:

1. Knowledge of Public Sector operations, Occupational Safety & Health, Equal Opportunity legislative requirements and Privacy principles.
2. Experience in interpreting and applying the provisions of industrial instruments (Awards/Agreements).
3. Knowledge of the provisions of the Construction Industry Portable Paid Long Service Leave Scheme.
4. A relevant qualification.

Certification

This document is an accurate statement of the specific requirements of this position as at the effective date.

Signed

Jason Buckley
Chief Executive Officer

Date: _____

Name
Coordinator Operations

Date: _____