



## Manager Business Operations

### School of Isolated and Distance Education

<b>Position number</b>	00039683
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2019</a> or as replaced.
<b>Classification</b>	Level 6.
<b>Reports to</b>	Principal (School Administrator Level 6)
<b>Direct reports</b>	Various.

#### Context

The School of Isolated and Distance Education (SIDE) is the main centre for K-12 distance education and online learning within the Western Australian Department of Education. The school provides quality education for students who for various reasons cannot attend classes in a regular school.

SIDE provides a wide range of educational programs in Western Australia through an online distance mode. SIDE offers the same education opportunities and support as most primary and secondary schools, including support for students with disabilities, students with learning difficulties and gifted and talented students.

In addition, SIDE as a Registered Training Organisation (RTO) provides quality vocational education and training programs (VET). This provision of service has significant benefits for students and schools, particularly in regional and remote areas.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education and [www.side.wa.edu.au](http://www.side.wa.edu.au) for further information about SIDE.

#### Key responsibilities

##### School and Student Administration

- Devise, implement, coordinate and enhance corporate services administrative operations and front-line services that align with School strategic objectives and customer service principles.
- Engage in School strategic planning as a member of the Leadership team, including decision making related to the development and monitoring of the School's plans.
- Undertake strategic investigation, research, analysis and project work regarding education business trends.
- Lead and manage student information and enrolment procedures in accordance with the *School Education Act 1999*, other relevant legislation and Department policies.

- Conduct various student censuses and contribute to meeting student-related corporate reporting requirements.
- Manage business insurance plans including Workers Compensation and RiskCover contracts.
- Manage School records in accordance with relevant record keeping legislation.
- Develop general administration procedural statements and guidelines for corporate services staff.
- Develop and maintain effective working relationships with internal and external stakeholders.
- Represent the Leadership team and participate on School-based committees.

### **Finance**

- Manage the School's financial resources, including forecasting, cash flow projections and School investments ensuring procedures and processes comply with legislation, policy and applicable accounting standards.
- Prepare, monitor and report on the annual budget and School financial performance against the strategic plan.
- Review and evaluate School spending patterns to ensure ongoing resource efficiency.
- Develop strategies to improve financial procedures, patterns and revenue streams to mitigate risk.
- Assess cost effectiveness, negotiate and implement contracts for new business, which may include additional targeted initiatives, new sponsorships or additional RTO courses.
- Ensure financial controls are implemented, and lead and manage the financial integrity of the School's business operations.
- Develop and monitor financial asset and resources replacement plan.
- Administer and report on funding entities for which the School is responsible, including the RTO.
- Develop and implement financial procedural statements and guidelines for staff so that financial and physical resources are managed in accordance with the School's strategic plan.

### **Human Resources**

- Provide human resource management counsel to the Principal to develop and implement a workforce plan that incorporates a recruitment and selection strategy, staff induction, leave, succession and development plans.
- Deliver quality human resource services and support to staff and ensures human resource activities comply with Public Sector Standards in Human Resource Management, Commissioner's Instructions, legislation and Department policy.
- Lead and contribute to a positive organisational culture that is aligned to the values of the School.
- Assist the Principal to manage the induction of all new staff members and the professional development of all corporate services staff.
- Monitor and manage corporate services staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy.
- Manage corporate services staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.

### **Building and Assets**

- Lead and manage the development, implementation and monitoring of maintenance, improvement and replacement strategies for facilities, equipment and buildings.
- Review Capital and Minor Works submissions, associated strategic site planning and implements as required.

- Assist the Principal to ensure appropriate occupational safety, health and security measures are in place to provide and maintain a safe environment for staff, students and the community and to protect property.
- Contribute to the development and communication of emergency and critical incident management plans.
- Ensure effective management, custody, control and reporting of assets and resources.
- Lead, coordinate and promote the community use of facilities and ensure associated administrative requirements are maintained in accordance with Departmental policy.

### **Promotions and Public Relations**

- Lead and manage the development of promotions and marketing plans for the School.
- Ensure publications and news media communications meet Department standards.
- Establish and maintain effective relationships with print and electronic news media to promote School initiatives and programs, and staff and student achievements.
- Establish and maintain effective relationships and contacts at local, state and national levels identifying new funding opportunities and sponsorships.
- Lead strategic marketing and communications strategies and procedures that promote the school, its courses, brand and reputation.
- Provide advice and support to the Principal on communication processes and protocols.

### **Selection criteria**

1. Demonstrated highly developed skills leading, managing, and facilitating a team to deliver strategic business outcomes using sound customer service principles and practices.
2. Demonstrated substantial knowledge and experience in financial management and budget preparation and an understanding of the financial regulatory framework, including the Australian Accounting Standards, the Financial Management Act, tax legislatures and other relevant legislation.
3. Demonstrated highly developed human resource management skills, including the ability to develop and apply human resource management practices and systems.
4. Demonstrated substantial experience in the development, implementation, management and monitoring of strategic business, marketing and operational plans.
5. Demonstrated highly developed written, verbal and interpersonal skills, including the ability to consult, collaborate and negotiate effectively with a wide range of individuals at all levels.
6. Demonstrated substantial research, conceptual and risk management skills, including the ability to provide innovative solutions to strategic and complex problems and issues.

### **Eligibility and training requirements**

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

## Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

## ENDORSED

Date 8 January 2019  
Reference D19/0582718