



Job Description Form (JDF)

Position details

Position title:	Business Operations Manager
Position number:	70220190
Classification:	Level 7
Physical location:	Perth Metropolitan Area
Award:	PSA 1992
Agreement:	PSCSAA 2021
Pillar:	Primary Industries Development
Directorate:	Grains
Branch:	Grains

Reporting relationships

Reports to: Director Grains (70190413), SCL5

This position

Direct reports: 1

Role summary

Leads, manages and directs the Grains Management team to support the staff of the Grains Directorate in the delivery of effective, efficient corporate and research business activities. This includes the development, maintenance and continual improvement of business processes and systems to ensure the provision and achievement of strategic responsibilities, governance and administration of directorate staff.

About us

The Department of Primary Industries and Regional Development's (DPIRD) role is to ensure that primary industries and regions are key contributors to the Government's agenda for economic growth and diversification, job creation, strong communities and better places. Our goals are to:

- **Protect:** to manage and provide for sustainable use of our natural resources and soils, and to protect Western Australia's brand and

reputation as a reliable producer of premium, clean and safe food, products and services.

- **Grow:** to enable the primary industries sector and regions to increase international competitiveness, grow in value and social amenity and become a key pillar of the State's economy.
- **Innovate:** to support a culture of scientific enquiry, innovation and adaptation across primary industries and regions to boost industry transformation, economic growth and employment.

Our values

Our values are critical in creating a healthy and dynamic culture that helps each and all of us to make our best contribution, to develop a workplace where we feel excited about our work and results and where other people will increasingly want to join our team. Our values underpin how we operate:

- We value **relationships** - Our relationships with our clients, colleagues and stakeholders are at the heart of everything we do
- We are **resilient** - We recover from setbacks, embracing and adapting to change because we have a clear focus on the big picture and long term impact
- We are **responsive** - We understand the needs of our clients, colleagues and stakeholders and add value by tailoring our solutions accordingly
- We focus on **results** - We strive to develop and provide excellent services that delivers meaningful results to the community we serve.

Key Responsibilities

The key responsibilities of the role include, but are not limited to, the following:

Administration and Governance

- Leads, develops and implements management and business processes and protocols that ensures the Grains directorate is complying with organisational and government standards.
- Contributes to the development, implementation and reporting of the directorate's Annual Plan and associated branch business plans in alignment with corporate and divisional strategic plans.
- Advises and assists in the development, coordination and maintenance of performance information and analysis of business trends and opportunities across the directorate.
- Partners with the Director and senior leadership team to analyse business productivity, efficiency and effectiveness.
- Contributes to and coordinates directorate projects working in partnership with senior management to facilitate continuous improvement through ongoing monitoring of plans, budget and key performance indicators, and proactively responding to issues that may impact on program/project deliverables.

- Provides advice and assistance to directorate staff on policies, processes, procedures and systems relating to corporate functions.

Business Support

- Coordinates and facilitates strategic procurement processes and leads the proactive management of business contracts, in consultation and partnership with the Strategic Contracts and Procurement Consultant. This includes planning, forecasting and proactively managing the contract pipeline.
- Accountable for all plant, equipment and apparatus including maintenance, budgets and procurement for all sites and assets managed through the Directorate.
- Responsible for interaction with the Corporate Services pillar regarding the general condition and operability of land, buildings and assets.
- Coordinates the engagement of contractors including contract staff and ensures services provided comply with contractual requirements.
- Liaises with external providers in ensuring services provided meet required standards and are effective, efficient and timely.
- Leads the coordination of transactional human resource management and financial processes in conjunction with human resource and financial management staff.
- Coordinates the preparation of operational and capital budgets, ensuring accurate allocation of funds to cost centres and project codes.
- Manages the preparation and presentation of directorate financial reports and where required undertakes analysis and details findings to the leadership team.

Stakeholder Engagement

- Establishes, maintains and effectively manages collaborative working relationships and effective communication networks with team members, other business areas, collaborators and key stakeholders.
- Works cooperatively with Directorate staff to ensure collaboration and consultation on Directorate business.
- Promotes and actively advocates for a high performing work environment and culture to empower, motivate and develop staff.
- Other duties as required

Work related requirements

In the context of the role:

Essential criteria

Role Specific

1. Substantial knowledge and experience in business planning; budgeting and developing, managing and implementing business systems and processes.
2. Demonstrated experience in procurement and contract management principles and processes.

Core Capabilities

3. *Build effective relationships: Build effective relationships:* Highly developed workplace written, verbal and interpersonal communication skills; and the ability to develop and maintain effective stakeholder relationships.
4. *Challenge for innovation:* Demonstrated ability to develop and deliver innovative and responsive improvements which underpin the Department's strategic objectives.
5. *Think strategically:* Highly developed conceptual and analytical skills including the ability to provide innovative solutions to complex issues and problems. Deliver in a changing environment:
6. *Deliver in a changing environment:* Highly developed organisational skills with the ability to manage competing deadlines, drive continuous improvements and effectively manage change.
7. *Lead and empower others:* Highly developed leadership and management skills with demonstrated experience in negotiating, motivating and influencing people.

Desirable criteria

1. Possession of, or progress towards a relevant tertiary qualification.

Special requirements/equipment

The following must be provided before commencing employment:

- An acceptable National Police Certificate (police clearance) is required. If not currently held, must be acquired prior to commencement at applicant's expense.
- A current and valid Western Australian "C" class (car) drivers' license or equivalent is required (if not currently held must be acquired prior to commencement at applicant's expense).
- Occasional travel to and from metropolitan and regional offices may be required.
- The contract of employment specifies terms and conditions relating to this position.

Certification

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

Delegated authority

Endorsed by: Cecilia McConnell
Position title: Deputy Director General, Primary Industries Development
Endorsement Date: 20 July 2022