

## Position description

<b>Title:</b>	Group Manager Business Services
<b>Branch/Department:</b>	Business Services
<b>Status:</b>	Full Time fixed term contract
<b>Location:</b>	Emerald Based
<b>Reports to:</b>	Chief Executive Officer
<b>Direct Reports:</b>	Finance Manager, Human Resources Manager, Safety Manager, Information Technology Manager, Information Management and Archives Co-ordinator
<b>Hours/Days of Work:</b>	9.00am to 5.00pm Monday to Friday with some weekend and after hours work as required and rostered
<b>Requirements:</b>	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check and participation in periodic checks Completed a National Transport Commission Category 3 Health Assessment Medical

### Job Purpose

This position is responsible for providing leadership and strategic direction of business support services including finance, and administration; information technology; information management and archives; human resources; and safety.

This position will lead and drive initiatives that ensure effective and efficient fit for purpose business services, focusing on consistency, quality and reporting that support and enhance Puffing Billy Railway (PBR) productivity both now and into the future.

### Position Dimensions

Employees Directly Supervised = 5

Total Employees and volunteers within the Department and volunteers = approx. 30

Independent expenditure approval up to \$ 90,000 (Delegations of authority)

### Key Duties & Responsibilities

Lead the ongoing development across the 5 Departments which fall within this Group Manager role.

#### Financial Services

- Work with the Finance Manager to further develop and modernise the financial management framework, policies and procedures.
- Lead the annual budgeting process ensuring continual monitoring and timely reports to CEO and Board ensuring the Group Managers have appropriate input and oversight of their budgets.
- Ensure high quality financial accounting, management accounting, procurement, investment and cost management practise are in place.
- Provide relevant information and support for the preparation of financial reports and budgets and provide authoritative advice to the CEO and Board on key accountabilities in a timely manner.

- Responsible for coordinating aspects related to hiring commercial and residential facilities, lease management, and rental payments.
- Provide leadership to ensure the year end audit and preparation of financial accounts and annual report are completed in accordance with the agreed timetable and communicated to the CEO and the Board.

### **People and Culture**

- Work with the Human Resource team in the creation of people management systems and processes including policy development, learning and development programs, performance management and workforce planning.
- Ensure employee relations regulations are adhered to.
- Sponsor the establishment of an organisation Enterprise Agreement.

### **Information Technology**

- Work with internal and external stakeholders in the development and implementation of an IT strategic framework ensuring the future IT needs for the organisation are achieved and are fit for purpose.
- Implement the proposed IT strategic plan in accordance with the agreed IT operating model.

### **Information Management and Archives**

- Work with stakeholders in the creation of protocols and systems for document management and archiving.
- Lead the implementation of a new electronic data records management system and the associated preparatory work including cleansing the current drives, communication and education and training.
- Establish organisation wide document quality management protocols.
- Develop and implement a contract management system including the preparation of all contracts and review of all external contracts.

### **Organisational Health, Wellbeing and Safety**

- Provide direction and leadership to the safety team in the Safety Management System (SMS) and other legislative requirements as per Office National Rail Safety Regulator (ONRSR) and the Occupational Health and Safety Act (Vic) 2004.
- Drive the embedding of health, safety and wellbeing in all aspects of the organisation.
- Oversight and report on the implementation and ongoing review of the Risk Management Framework and associated risk assessment and management strategies.

### **Leadership and Management**

- Contribute to the formation and implementation of strategic plans and associated business and work plans.
- Provide clear, relevant and timely reports as scheduled to the CEO, Board and Board Sub Committees.
- Work collaboratively with teams across PBR to achieve synergy of work efforts and timely and sustainable outcomes on projects and ongoing operations.
- Mentor and supervise direct reports, ensuring the structure, roles and functions reflect the organisational priorities and result in higher performance and delivery of PBR objectives.
- Use whole of organisation and system lens to identify what PBR requires in a responsive and supportive business services function.
- Responsible for carrying out analysis on complex resource management issues and initiatives that concern the organisation, and prepare associated reports, correspondence, and submissions for the CEO and Board.
- Represent the organization on internal and external matters, including negotiations, conventions, seminars, public hearings, and forums.
- Establish and maintain relationships with key partners.
- Guide and coordinate the work of the business services function to ensure efforts are coordinated and aligned with the values, objectives, and strategic direction of the organisation.
- Be an active participant of the senior leadership group, with input into strategic direction, business planning, governance, and financial management.
- May have direct contact with children and will be required to follow all appropriate policies.
- Maintain a Child Safe environment including reporting responsibilities and procedures.
- Maintain behaviours in line with company values and lead by example in these required behaviours to your team at all times.

- Will actively participate in continuous improvement – learning and development programs and performance management programs.
- Adhere to all company values, principles, policies, and procedures.
- Other tasks and duties as requested.

### Key challenges and problem solving

- Creating a cohesive, fit for purpose support services model for all of organisation compliant with all regulatory authorities and reflective of contemporary practices.
- Implementation of an overarching framework for information technology and Information Management and Archives.
- Meeting expected regulatory standards as per health and safety and rail safety legislation.
- Behavioural management and cultural transformation.
- Building greater professionalism and maturity in business systems and personnel.

### Key Competencies

- Demonstrated high level administrative and financial management skills, including project management and budget preparation.
- Strong written and high oral communication skills along with experience in governance and external reporting and proposal development.
- Flexible and adaptable with ability to problem solve and multi-task.
- Ability to work as a team & to lead by example.
- Conflict resolution skills.
- Strong organisational skills, with ability to prioritise, follow-through and deliver.
- High standard computer skills including Microsoft suite.
- Focus on service excellence, exceeding internal and external customer expectations.

### Qualifications & Experience Required

- Tertiary qualifications in business, , finance, administration, public policy or similar required.
- Appropriate Industry membership, such as CPA, IML, AICD, AHRI desired
- Demonstrated operational leadership and organisational management at a senior level in a complex/diverse organisation or large department.
- Experience working within a government, statutory body and/or not for profit sector preferred.
- Extensive experience, 10+ years in senior management providing leadership in a complex/diverse environment.

### Key Relationships

- PBR staff, volunteers and visitors.
- PBR CEO and the Emerald Tourist Railway Board (ETRB)
- External stakeholders including elected officers and senior management in public and private organisations.

**Health & Safety**

Managers and supervisors have responsibilities on behalf of the organisation but must also comply with their requirements as employees. It is their responsibility to:

- Ensure adherence to OHS policies and procedures.
- Consult with employees and H&S representatives (where they are elected) on OHS issues.
- Ensure that employees are equipped with the information, instruction, training and supervision that they need to work safely.
- Identify, assess if necessary and control hazards within their area of responsibility.
- Encourage early reporting of incidents and forward information to RTW Coordinators immediately
- Assist with initiating an early return to work on suitable duties after a workplace injury.
- Access sources of OHS information and systematically disseminate information to all employees.
- Ensure that employees including volunteers and contractors are aware of, and abide by, all relevant health and safety procedures particularly those relating to the operation of plant and equipment.
- Develop safe work procedures as required and ensure adherence to procedures.
- Provide PPE as required and ensure employees are aware of correct usage and storage requirements.
- Ensure all plant and equipment is properly maintained.
- Maintain relevant knowledge of OHS issues.
- Act as a role model by demonstrating safe work behaviours, and leading the Child Safe Standards principles of PBR

The following health and safety factors are relevant to this position.

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> <li>• Manual handling task (0 – 9kg)</li> <li>• Gripping, holding, clasping with fingers/hands</li> </ul>	<ul style="list-style-type: none"> <li>• Hand/arm movement i.e. stacking, reaching, typing and sorting</li> <li>• Walking on uneven surfaces</li> <li>• Sitting at workstation</li> <li>• Responsibility for the safety of others</li> </ul>

**Additional Notes**

- Some weekends and public holiday work will be required on a rostered basis.
- As Puffing Billy Railway’s peak time is during the Victorian school holiday period, taking leave during school holidays is limited.
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safe Policy and Child Safe Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants maybe subject to unannounced drug and alcohol testing.
- This position is remunerated as per the Victorian Government Public Entity Executive Remuneration Policy (PEER Policy)

**Acknowledgment**

I have read and understood the above position description and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner.

Employee  
 Name: \_\_\_\_\_  
 Employee  
 Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Approved By:	Peter Abbott	Date:	August 2021
Last Updated By:	Elizabeth Oxworth	Date:	August 2021



Puffing Billy Railway’s staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

**Our Children, Our Focus, Our Future, Speak Up!**