

POSITION DESCRIPTION

Position	BUSINESS MANAGER
Location	Congregational Administration Services
Reports to	Head of Finance
Direct Reports	None
Employment Type/Term	Fulltime, 12 months fixed term
Date	February 2023

ORGANISATIONAL CONTEXT:

The Sisters of Saint Joseph of the Sacred Heart (SOSJ) continue God’s mission by immersing themselves in the midst of life to empower others and bring hope. Education, in its broadest sense, remains their main work. Founded in 1866, the organisation operates as a registered charity with central offices in Sydney, Regions in Australia, New Zealand, Ireland and a presence in some other countries.

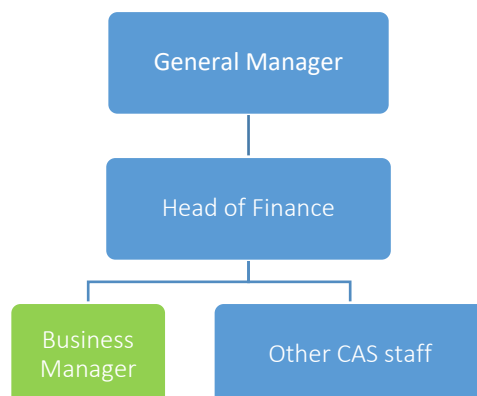
The Congregation is governed by the Congregational Leader and her Leadership Team. Each region is led by a Regional Leader supported by her Leadership Team. The Congregation’s Leadership team is assisted in its administration by the Central Administration Services (CAS) Team located in North Sydney.

SOSJ values and respects children and is committed to the safety of children. SOSJ has a zero tolerance for child abuse or mistreatment. All employees have a responsibility to commit to a culture of safeguarding. This includes completing safeguarding induction training and possibly ongoing safeguarding training.

Central to SOSJ is a commitment to mission and ministry. SOSJ conduct Mary MacKillop and spirituality centres across Australia. These ministry centres offer services in the areas of hospitality, retreats, sabbaticals, educational programs and other opportunities for nourishing the spiritual dimension.

The Centre Directors/Managers are responsible for promotion the vision and mission of the Centre, providing leadership and management and engaging with the community. The roles have operational responsibility for the Centre’s finances, human resources, facilities work, health and safety matters and facilities.

ORGANISATION CHART:





BASIC ROLE PURPOSE:

The Business Manager is responsible for assessing and implementing best practice management frameworks and providing operational support and advice to the Directors/Managers of the following Spirituality and Heritage Centres (the Centres). Strategic and operational support will at all times be predicated on promoting and enhancing the Josephite charism.

The Centres

- The Josephite Mission and History Centre, Hobart, TAS
- Kilmolee, Safety Bay, WA
- MacKillop Hill, Forth, TAS
- Mary MacKillop Centre, South Perth, WA
- Mary MacKillop Heritage Centre, East Melbourne, Vic
- Mary MacKillop Precinct, Kensington, SA
- St. Joseph's by the Sea, Williamstown, Vic
- St. Joseph's Heritage and Conference Centre, Perthville, NSW

In the first instance the Business Manager will be expected to review and make appropriate recommendations in relation to

- Pricing of all service offerings and make recommendations within the context of budgetary expectations
- Booking systems and invoicing to achieve improved efficiencies and cashflow
- Staffing and service levels
- Business support structures including the potential for centralized management services
- Advertising and promotion of each centre and its offerings

KEY ROLE ACCOUNTABILITIES:

In carrying out the role, the Business Manager is required to meet the following key accountabilities:

1.0 Ethos and Mission

- 1.1 Uphold, through word and deed, the ethos and mission of the Congregation of the Sisters of Saint Joseph.
- 1.2 Ensure work activities are in accordance with the ethos and mission of the Sisters of Saint Joseph.
- 1.3 Demonstrate a commitment to a deepening understanding of the spirit of the Congregation of the Sisters of Saint Joseph.
- 1.4 Actively support the Sisters of Saint Joseph and their Mission.
- 1.5 Establish and maintain harmonious working relationships with colleagues and Sisters in the Congregational Administration Services team and regional offices.
- 1.6 Contribute to a climate of hospitality and welcome.

2.0 Position Responsibilities

The duties and responsibilities include but are not limited to:

- 2.1 Provide business management and operational support to the Centres.
- 2.2 Review current booking and other systems and processes, submit recommendations for improvement and assist the Centres with the implementation of new systems and procedures.
- 2.3 Establish a standard set of key performance metrics and develop a reporting framework which allows such KPIs to be regularly assessed.



- 2.4 In conjunction with the Head of Finance, provide advice and support with budgeting and forecast processes and cash flow management.
- 2.5 Assist the Centre Directors/Managers with seeking opportunities to increase the offers and sustainability that align with SOSJ's spirit and legacy, including assessing additional commercial and community value propositions.
- 2.6 Assist with the review of promotional and marketing systems and tools, including websites, brochures and newsletters.
- 2.7 Ensure operational policies and related systems are standardized across centres to fullest extent possible

3.0 Values

- 3.1 Actively contribute to team meetings.
- 3.2 Contribute to effective communication within CAS and with the regions.
- 3.3 Demonstrate loyalty to professional colleagues within the CAS and regions.
- 3.4 Maintain confidentiality of Congregational information in accordance with policy and employment contract obligations.
- 3.5 Actively demonstrate behaviours consistent with the SPIRIT values (Supportive, Positive, Inclusive, Respect, Integrity and Trust).

4.0 Quality Administration

In consultation with the Head of Finance:

- 4.1 Establish and maintain performance standards for relevant administrative functions.
- 4.2 Respond to customer feedback on improving processes and procedures.
- 4.3 Maintain administrative accuracy and due attention to detail.

5.0 Professional Development

- 5.1 Evaluate personal and professional performance and undertake personal and professional development activities.
- 5.2 Participate in the performance review/feedback process.

6.0 Work Health Safety (WHS)

- 6.1 Maintain duty of care of own health and safety and all others in the workplace.
- 6.2 Comply with workplace WHS policies, procedures and protocols.
- 6.3 Report workplace hazards and risks to employer.
- 6.4 Undertake WHS training as required.

7.0 Other

- 7.1 Engage in other duties commensurate with skills and experience and within the scope of this role.
- 7.2 Follow legal requirements and Congregational policies and procedures.



8.0 Key Performance Indicators

Function	Performance Indicators
1. Ethos and Mission	Evidence of active support for the work of the Congregation and its Mission
2. Role responsibilities	Professional and sound advice and support provided and best practice implemented as approved
3. Customer service and teamwork	Evidence of service delivery to agreed standards and positive feedback from stakeholders received.
4. Contribution to culture and values	Evidence of effective collaborative, professional relationships and communication within team and regions.
5. Quality administration	Evidence of timely and accurate documentation and records
6. Professional development	Evidence of engagement in appropriate professional development and application to role

9.0 Qualifications, experience and competencies

- 9.1 Relevant undergraduate qualifications in finance or business with substantial experience in an operational, event/hotel management or general management role or an equivalent combination of formal training and experience.
- 9.2 Demonstrated ability providing high level advice to stakeholders.
- 9.3 Highly developed written and verbal communication skills.
- 9.4 Demonstrated experience working collaboratively with a range of stakeholders.
- 9.5 Experience with reviewing and improving systems and processes.
- 9.6 Ability to travel within Australia.

Successful applicants will be required to obtain and hold relevant Compliance Checks and be vaccinated as per our Vaccinations Policy.

I confirm that this position description is an accurate reflection of the responsibilities of this position:

Eamonn Keher

Manager

16.02.23

Date