

POSITION PROFILE

Business Services Manager

Faculty of Health - Molly Wardaguga Research Centre

Position Number	9524
Position Classification	Professional Level 10
Location	Brisbane campus
Reporting to	Director, Molly Wardaguga Research Centre
Special Provisions	<ul style="list-style-type: none">• Appointment is contingent upon receipt of a satisfactory National Criminal History check and Working with Children clearance.• Ability to travel to regional and remote locations, as required• It is a requirement of the position for the occupier to hold a current clean drivers licence.
Required/Desired Qualifications	<ul style="list-style-type: none">• A postgraduate level qualification (or working towards) in business management or other relevant discipline with experience OR extensive experience and management knowledge with a combination of relevant experience and training.

The Molly Wardaguga Research Centre (MWRC) was established to honour the work of the late Molly Wardaguga, Burarra Elder. The Centre is leading research to redesign health and support services across pre-term, child, maternal and early-years health services for First Nations communities with the aim providing 'the best start in life'. Successfully awarded the Birthing on Country Centre for Research Excellence (CRE) the MWRC has the vision to improve birth outcomes for First Nations families. We aim to redesign maternal, newborn and child health (MNCH) and support services, and make a positive impact on First Nations families, including a reduction in preterm birth and delivery of high quality, accessible, culturally safe maternity care across the first 2,000 days.

The Australian Family Partnership Program (AFPP) is a home visiting program that supports women pregnant with an Aboriginal and/or Torres Strait Islander child to help them become the best mum possible. ANFPP clients are offered support and guidance during early pregnancy and on into their baby's infancy and toddlerhood. The AFPP National Support Service (NSS) supports the delivery of the program by providing education, data reports and ongoing support to the ANFPP program sites.

Purpose of the Position

The Corporate Services Manager is responsible for the overall corporate services functions for the MWRC and will provide operational management support for the Director, and Deputy Directors. The position will manage all administrative and operational functions, including budget and finances, human resource management, marketing and communication and research administration. The position will also undertake specific projects that support the overall Centre, with specific program management support to the AFPP, Deputy Director.

Key accountabilities

Occupational Category	1112	Industry Class	8102
		Industry Subdivision	81

The following accountabilities are not exhaustive and may include others as directed from time-to-time.

First Nations leadership:

- Provide First Nations leadership to ensure our work privileges First Nations knowledge systems and is aligned to key national and jurisdictional policy and the CDU strategic plan
- Liaise and work effectively with other First Nations leadership positions in the Centre
- Communicate, engage and strengthen the relationships across our research sites and AFPP implementation sites, across Australia.
- Establish productive and effective partnerships with key First Nations organisations on a local, state/territory or national level
- Support the commitment to capacity building in the First Nations workforce
- Consult and advise on First Nations issues across the broader CDU community

Corporates Services Operational Management

- Manage Centre-level administration and provide effective direction and supervision to administrative staff within the MWRC.
- Provide advice and support to the Director on a range of operational matters including the development and implementation of operational plans and implementation of the University strategic plan.
- Implement and manage administrative policies and systems that support the activities of the MWRC, coordinating with the Deputy Directors to ensure consistency across the provision of professional services at the University.
- Review administrative policies and systems and make recommendations to the Director for improving effectiveness.
- Maintain oversight of the Centre finances and coordinate the development of the Centre budget on behalf of the Director, whilst working closely with the Management Accountant.
- Encourage and support effective and innovative practice within the Centre.
- Support the delivery of marketing and communications operations in line with the Centre's strategic goals.
- Support the Director and Deputy Directors in undertaking other tasks or projects as required.

Contract Requirements

Contribute to partnership engagement by manage contractual arrangements, agreements and sub-agreements as they relate to the multitude of arrangements between MWRC and research sites and sites.

- Ensure funding contract requirements and deliverables are recorded and reported and managed through the internal CDU management systems, ie RIS, and ensure timely advice to key personnel on reporting.
- Provide support to senior managers on compliance and timely delivery of outputs;
- Where appropriate, liaise with the partners and key personnel on project management and operational matters.

Stakeholder Engagement:

- Enhance engagement and maintain excellent relationships with all key internal and external stakeholders including the Department of Health, Partner Organisations, AFPP NSS team, and the Leadership Group;
- Contribute to program communications and knowledge management activities;
- Oversight of the branding and marketing requirements.
- Work alongside the Program Director on program requirements in strategic areas.

- Ensure stakeholders are well-informed about current and future projects by actively participating in external networks, internal committees and forums, communicating effectively to a wide group of staff and investing in strong and collegial relationships across the University.

Centre Budget:

- Oversee the program budget and general financial reporting of the Centre finances in conjunction with CDU Finance;
- Promote value for money principles across all aspects of program operations;
- Undertake risk management activities for the Centre and compliance with operational policies and procedures
- Provide operational, budget and technical expertise to as part of the management team.

Strategic Business Administration:

- Contribute to the Executive Team in supporting the strategic goals of the MWRC and our aspirations to Institute status and to implement operational plans in line with your strategic area of focus. The position will sit within the Executive Team (ET) reporting to the Director, Molly Wardaguga Research Institute.
- Support for the supervision of team members including senior research staff to meet the needs of the research agenda, and the overall management and oversight of research projects identify by the community and in line with the application and executive of funding agreements, especially research projects as a result of the CRE Birthing on Country.
- Participate, as required and where available, in committees and structures within the University and external to the university that represents the views, positions and goals of the MWRC.
- Assist, and in some circumstances, lead in the preparation of submissions and/or applications for increased funding resources for the Centre;
- Participate in appropriate university and industry committees, meetings, and professional events and community activities, as required.

Key selection criteria

Essential Competencies

- Outstanding leadership and management skills and a demonstrated ability to build effective, high performing teams.
- Demonstrated experience in financial planning and management, ability to provide specialist business development and analysis support to MWRC staff to investigate the viability of potential opportunities.
- Proven ability to use initiative and assume responsibility for tasks and projects, highly developed skills in assessing markets opportunities and developing networks and strategic alliances.
- Demonstrated experience delivering positive, innovative solutions to complex strategic and operational issues shown through a successful record of building and developing strategic networks and alliances with a proven capacity to work collaboratively with multiple stakeholders and partners.
- Capacity to influence decision making in relation to the University's direction in the areas of administration, resource management and business planning activities.
- Proven ability to combine a collegial style with decisive, clear thinking, creative solutions and practical implementation strategies.
- Highly effective cross cultural, interpersonal, oral and written communication skills including demonstrated ability to establish strategic alliances with internal, external and international organisations.

- Demonstrated knowledge and experience of working in a culturally safe framework that demonstrates your sound practice in working with respect, dignity and integrity with First Nations peoples.

University Expectations

- Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors;
- Demonstrate and promote the University Values, ensuring all workplace behaviour is appropriate in all workplace settings, proactively calling out inappropriate behaviour;
- Read, understand and comply with all University policies and procedures;
- Undertake risk management and actively support and participate in the risk management processes adopted by the University which include identifying, analysing and evaluating risk that may impact on the University;
- Work at and travel between other University campuses or to other locations from time to time as may be required during the course of employment;
- Complete all mandatory training such as required by the University;
- Demonstrate understanding of the principles of anti-discrimination, staff and student equity, work health and safety and other relevant legislation, and show the willingness and capacity to implement equal employment opportunity and work health and safety plans, policies and programs.

Work Health & Safety

- Ensure all activities comply with WHS legislation and university policy & procedure.
- Implement & monitor risk management activities including, but not limited to, workplace inspections, incident/hazard investigation and follow-up, and implementation of risk controls.
- Analysis of WHS training requirements for staff including the provision of training and monitoring of training to ensure completion and currency.