

Position Description



Job Details

Job Title: Coordinator, Business Development and Support

Reports to: Manager, Children and Family Services

Directorate: City Living

Position Number: CL0405

Grade: 5

Date: April 2023

Objective Doc Ref: [A2959875](#)

Position Purpose/Job Summary

The Coordinator, Business Development and Support (BDS) is involved in all the business components across Children and Family Services (CFS). This includes consulting and coordinating with CFS staff to ensure the effective and efficient delivery of CFS incorporating policy review for BDS team and formatting policies for CFS, financial supervision to ensure compliance, supporting staff to navigate the different administrative systems available, liaise with Communication and Marketing for CFS needs, identify and consult with CFS manager around the business improvement opportunities and liaise with the Corporate Business Improvement Partner to ensure CFS adheres to the quality management systems. A primary focus of the role is to provide advice, coordination, and analysis in consultation with the Manager of Children and Family Services to improve the enterprise operations. The position is responsible:

- Coordination of the Children and Family Services Business Development and Support (BDS) Team.
- Assist the Manager of Children and Family Services in identifying business improvements and growth opportunities across the Children and Family Services Division in consultation with Manager of Children and Family Services.
- Assist the Manager of Children and Family Services in identifying funding opportunities within the Federal and State Government including providing, assistance to the grant applications and acquittals processes.
- Supervise the financial processing of payments, invoices, NDIS scheme requirements, Child Care Subsidy application, audits, procurement, accreditation and business processing.
- Participate on the review process of CFS policies and procedures to drive the business towards best practice.
- Liaising with Communication and Marketing to ensure the needs of CFS are met.
- Liaise with parents and families regards payments, waitlists, enrolments etc.
- Ensure the accuracy of data entry on Child Care Subsidy for 15 services; NDIS (Echidna), Grants (ECCMS portal) etc. and drives reviews and follow ups as needed.
- Ensure a centralised quality management approach to business and administrative processes, to ensure business and administrative support across the division is delivered in an efficient and consistent approach.

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Selection Criteria - Knowledge, Skills, Qualifications and Experience required

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position.

Essential

1. University Degree in Business or related discipline.
2. Experience in business development and analysis.
3. Demonstrated experience in managing, leading and developing staff teams with proven capacity to play a leadership role in the provision of services and the ability to influence cultural change.
4. Excellent communication and interpersonal skills with the ability to establish and maintain effective working relationships, a "customer first" attitude and commitment to excellence in customer service.
5. Proven knowledge and experience in the development of policies and procedures to improve workplace outcomes and service quality.
6. Demonstrated analytical, creative thinking and problem-solving skills.
7. Advanced skills in the use of Microsoft office products including word, excel, power point and outlook.

Desirable

1. Experience working with Education and Care Services.
2. Demonstrated understanding of the National Disability Insurance Scheme.
3. Demonstrated knowledge and understanding of State and Federal Government Legislation and policies relating to the provision of Early Education and Care Services, including Family Assistance Law and government funding.
4. Certificate IV in Workplace Assessment and Training and/or Frontline Management.
5. Experience working with clients from CALD backgrounds.
6. Demonstrated experience in successful grants applications and acquittal processes.

Licences/ Approvals

1. Driver's Licence – 1C
2. Current COVID vaccination including any required booster shots.

Key Accountabilities – Position Specific

1. Create and foster a progressive team-based culture that encourages and supports innovation, flexibility, empowerment, continuous improvement, and excellence in Business Development and Support.
2. Resourcing of and leadership to the Business Development and Support Team which ensures that business support is delivered equitably across the branches, and in accordance with established KPIs.
3. Liaise with Manager of Children and Family Services to undertake analysis of business needs for the Children and Family Services division, including but not limited to NDIS, Family Day Care and centre-based education and care services.
4. Actively seek to build and sustain strategic partnerships in consultation with Manager of Children and Family Services, which will contribute to the strategic aims of the business unit.
5. Participate on the review process of the quality management business documents, including

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centralised policies, procedures and processes.

6. Liaise with Manager of Children and Family Services to ensure all contract obligations with the Federal and State Government including contract management, grant development, acquittals and financial obligations are met
7. Comply with Council's EEO, ethical practice principles and to act with probity at all times.

Key Accountabilities – Core

1. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.
2. Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council.
3. Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time.
4. Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council.
5. All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness. This requirement is in accordance with Fairfield City Council's Values and commitment to equal employment opportunity and a workplace free of discrimination and harassment.

Reporting Relationships

Direct: 5-6 FTE
No. of Indirect: Nil

Key Relationships

1 Internal

Communicating with	Nature of Communication
Manager Children and Family Services	Informal daily contact. Keep informed of Operational Support activities and issues. Monthly meeting of Children and Family Services Management Group. Monthly 1:1 meeting to review Operational Support issues and plans.
Business Development & Support Team (BDS)	Daily contact. Weekly team meetings. 1:1 meetings with staff each month or as required. Informal daily contact and formal contact as required.
Other Coordinators	Monthly team meeting, daily contact re current issues, opportunities, programs, staffing issues.
Centre Directors and Team Leaders	In order to address customer service opportunities/issues. Input into Management Plan and current projects in action plan.

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Council Staff Council corporate support	Finance, HR, WHS, IT, Communication Team and Customer Service. Establish positive working relationships through networking to encourage open communication with other business units within Council.
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Key Relationships

2 External

Communicating with	Nature of Communication
Federal and State Governments	Liaison with Government
People and organisations within the community	Networking, attending meetings festivals and events, steering groups.
Parents and families	Respond to requests, at all times concerning enrolments, waitlist, fee enquiries etc.

Position Dimensions

Budget:

- Staff Expenditure
- Financial delegation of \$100 for petty cash and to purchase goods and services up to a limit of \$5,000 (excluding GST)

Decision making Authority & Accountability

Decisions made by self

- The General Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in line with the WHSMS and WHS-01.1.1 WHS Responsibility, Accountability and Authority Guideline.
- Developing and implementing project evaluation to contribute to continuous improvement in outcomes.
- Authorising expenditure within delegation limit in accordance with Council's adopted budget and Council policies.
- Day to day decisions relating to Operational Support based on established policies and procedures.
- Day to day decisions regarding staff management and resource allocation.
- Make decisions relating to Operational Support.

Decisions made in consultation

- Consultation with Manager Children and Family Services should take place when issues are not covered by existing policies and procedures and/or could have possible adverse impacts

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on the business.

- Long term planning for improvements, change management, quality management for the Division.

Problem Solving

The level of judgment needed in this position requires being a subject expert in the area of Business Development and Business Support. Typical challenges that the Coordinator Business Development and Support may face include:

- Identifying and ensuring that potentially sensitive or controversial issues are flagged and discussed with the Manager Children and Family Services.
- Navigating and implementing processes with the approval of the Manager of Children and Family Services as required by funding bodies.
- Managing Business Development and Support team to ensure that staff can make maximum contributions to the achievement of the plans.
- Managing day-to-day work priorities, the challenges associated with running BDS projects and meeting project deadlines and required outcomes.
- Resolving issues relating to BDS staff management and providing constructive feedback. Need knowledge of Awards as well as Council's salary system and other HR policies.

Competencies

Performance in this role is also assessed on 'how' staff achieve their goals, based on the same behavioural expectations for all staff. An individual Work Plan, based on your position description will be established in partnership with your supervisor. Your supervisor will meet with you on a regular basis to ensure that you are performing as expected or assign some training to improve performance if needed.

Signature

Employee:	Signature	Date
Authorised by: (Manager)	Signature	Date