

POSITION DESCRIPTION

Position Title:	Performance Manager
Department:	Employment Services Central Support

ORGANISATIONAL INFORMATION

MADEC, a not for profit organisation, is a provider of Employment Services, Education and Training, Labour Hire and Harvest Labour services across multiple states. With over 40 years of history, MADEC aims to deliver service excellence in the four pillars of its business operation.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our clients. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients.

PRIMARY PURPOSE OF ROLE

To drive excellence and performance within MADEC's jobactive service delivery commitment. This is achieved by managing performance data and identifying development needs which will equip jobactive staff with the knowledge, practical skills and motivation to carry out their role responsibilities.

Reporting to the Director Employment Services, this role will form an integral role in MADEC's commitment to Quality Assurance and continuous improvement and establishment of consistent Employment Services staff knowledge base.

Direct Reports to this Role	Total Number of Reports
Manager – Performance & Analytics	1
Performance Coach	2
Performance Analyst	1

Key Relationships

Internal	<ul style="list-style-type: none"> Direct reports Regional Managers Area Managers Site Managers Executive Services Staff Works in collaboration with and supports Employment Services staff across all sites
External	<ul style="list-style-type: none"> Department of Jobs and Small Business Department of Social Services Department Human Services External Auditors

KEY RESPONSIBILITIES / DUTIES**Management of performance and compliance**

Assist the Director Employment Services, as and when required, to lead and manage employment service operations

Lead a team of coaches to drive performance excellence

Oversee management reporting for jobactive performance

Establish and implement key performance indicators and benchmarks for employment services

Ensure timely collection, collation and disbursement of MADEC performance data to Managers, Central Support teams and other management

Provide analysis and strategic management advice on jobactive performance matters

Ensure management reporting and analysis effectively identifies trends and forecasts potential performance issues, ensuring high standards of performance are sustained

Design, implement and review business processes to ensure they remain cost efficient and assist to achieve high standards of performance

Ensure jobactive work procedures and resources comply with contractual guidelines and enable sites to achieve performance objectives

Be proactive in providing leadership and co-ordinate the organisations response for resolving emerging or existing performance issues

Ensure compliance standards monitored through the jobactive assurance strategy are maintained

Lead the development and ongoing improvement of MADEC's Service Delivery Model

Oversee the administration of jobactive management information systems

Co-ordinate and respond to tender opportunities

Organisational learning and development

Collaborate with site staff to identify and implement opportunities for improvement in practice and performance

Effectively engage jobactive managers and staff in the development and implementation of new service delivery initiatives

Ensure feedback from jobactive staff to identify and resolve performance barriers

Coach site staff to ensure best practice is consistently applied to achieve outcomes for jobseekers

Oversee the development training resources including web-based resources, written material and visual displays.

Coordinate the delivery of training and support to jobactive employees (face to face or via the MADEC learning platform).

Research and seek out industry updates, best practice and trends to implement as appropriate.

Frequent overnight/day travel to other office locations is a requirement of this role.

Relationship management
Provide leadership for managers and staff across all jobactive sites to seek feedback and implement improvement strategies as related to performance.
Maintain positive relationships with direct reports and encourage open and regular communication due to their regular travel and some direct reports being based in other office locations.
Foster a culture of lifelong learning including identifying capability and relevant learning and development solutions.
Corporate responsibilities
Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.
Participate fully in staff appraisal and professional development review processes.
Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.
Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.
Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.
Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

Qualifications and Experience:

	Essential	Desirable
Qualifications	A current drivers licence	Certificate IV in Employment Services Relevant management or business qualifications
Experience:	<p>Analysis of data, feedback and information and production of high level reporting for executive and organisation level staff</p> <p>In-depth knowledge of Employment Services under government contracts and guidelines</p> <p>Conduct change management and implementation of new processes and policy</p> <p>Development or delivery of training programmes and materials</p> <p>Staff management and understanding of HR principles</p>	Up-to-date knowledge of relevant legislation, guidelines and industry practices as related to Employment Services
Skills:	<p>Ability to both self-motivate and motivate others as individuals and a team</p> <p>Advanced negotiation and conflict resolution skills</p> <p>Strong understanding and demonstrated use of computer programs, systems and databases for data management and administrative purposes.</p> <p>Able to initiate discretion and problem solving capacity within scope of delegated authority</p> <p>Well-developed communication, organisational and interpersonal skills</p> <p>Ability to work independently, exercise initiative and achieve goals within required time frames</p> <p>Well organised and able to plan and prioritise multiple activities in a busy work environment</p> <p>A working knowledge of the principles of Quality Assurance</p>	

Competencies	<i>All employees must:</i>
Adaptable	Maintain focus and productivity in changing environments, responsibilities and people. Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	Communicate effectively and transparently. Engage and inspire other through clear oral and written communication.
Customer focus	Ensure our internal and external customers/clients are at the forefront of our minds in all that we do. Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.
Integrity	Be authentic. Maintain personal credibility and uphold ethical standards. Foster respect for all individuals and points of view. Interact appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.
Team Work	Work cooperatively and effectively with others to achieve department and organisational goals. Participate in building group identity characterised by trust, pride and commitment. Build strong intra and inter department relationships and partnerships to ensure business success.

Competencies	<i>People Leaders must:</i>
Establishing Focus / Setting Direction	Ensure your team understand how their work relates to the organisation's mission, vision and values. Acts to align own unit's goals with the strategic direction of the organization.
Partnering and Networking	Build and maintain strong partnerships internally and externally that are mutually beneficial. Builds and maintains relationships (internally and with key external groups) that support and improve personal/team effectiveness.
Leadership	Links vision to goals/objectives, influences others, models the way and is a source for encouragement. Actively seeks positive change for organization by capitalizing on opportunities.
Managing Change	Lead people through change to deliver upon outcomes and business requirements.
Delivering results	Understand the business and executes business plans to maximise performance. Plan effectively to deliver results and take accountability of self and team for delivery on expectations.
Communicating with Influence	Engage and inspires both direct and indirect staff through clear and persuasive communication. Collaborate and negotiate successful outcomes across business units.
Analysis and Problem Solving	Source and use information effectively to identify problems and offer sustainable solutions.
Continuous Improvement and Innovation	Improve the efficiency and quality of existing processes and systems to create new opportunities.

At MADEC We Value

Accountability

We do what we say we will do and are responsible for our actions.

Authenticity

We remain true to our core purpose. We are honest, trustworthy and transparent.

Courageousness

We act ethically and stand up for what is right, just and fair.

Passion

We believe in what we do and will not waver in our commitment to achieving expected outcomes.

Inclusiveness

Everyone matters, we are “all” community.

Excellence

We are committed to continuous improvement in all we do.

Position Description reviewed by:

Employee Name:	L.Williams	Title:	HR Manager	Date:	03/04/20
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Employee acknowledgement of Position Description:

Employee Name:		Signature:		Date:	/ /
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Please provide copy of Position Description to employee.
Employee to sign and return to Human Resources.