

PARNELL TRUST

ROLE PROFILE Manager, Support Services

Key Purpose: To manage Support Services, in particular Human Resources, Finance and Information Technology, so that these functions are aligned, reviewed and, if necessary, improved to achieve the strategic and operational objectives of the Trust.

Reports To: **General Manager, Parnell Community Trust**

Direct Staff Reporting:

- Financial Accountant, Information Analyst and Technical Support
- Office Administrator (to be appointed)
- Financial Administrator/Payroll

Functional Relationships:

Internal

- Manager, Service Delivery
- Manager, Marketing and Communication
- Team Leaders

External

- Board of Trustees
- Contractors, Consultants and Suppliers
- The Trust's Auditors
- Banking Institutions
- Strategic Partners/Funders

Key Area of Responsibility	Performance Indicator(s)
<p>LEADERSHIP: SUPPORT SERVICES</p> <ul style="list-style-type: none"> - Contributes to the Trust's Senior Leadership Team; - Recommends long term goals and plans for Support Services to achieve the Trust's strategic and operational priorities; - Provides operational support in the areas of Human Resources, Finance and IT to business managers and their teams; - Reviews the department's performance on a regular basis and makes improvements as appropriate; - Agrees performance objectives (performance plans) with Support Services team members, reviews performance and provides feedback; - Identifies development opportunities for team members and provides coaching and/or training, etc; - Leads projects or participates in projects assigned by the General Manager (e.g. feasibility studies). 	<p>Annual Plan for Support Services is signed off and reviewed quarterly.</p> <p>Team members have agreed performance and development plans.</p>

<p>HUMAN RESOURCES FUNCTION</p> <ul style="list-style-type: none"> - Maintains and/or develops and implements in consultation with managers and employees, “best-fit” HR policies, systems and processes, covering the following key areas: <ul style="list-style-type: none"> - Recruitment, selection and induction of people - Performance Planning and Review - Capability Development - Remuneration and Reward - Formal performance Management - Health and Safety - Employee Relations - Employee Retention - Agrees priorities for the HR Function and submits the HR plan and budget for approval; - Provides resources, training and coaching to management and employees to ensure the effective implementation of HR practices; - Complies with all HR-related legislation (e.g. Employment Relations, Health and Safety, etc.); - Maintains high-quality HR database, providing valuable information to management to facilitate decision-making. 	<p>Best-practice/best-fit HR systems, policies, procedures and practices are in place, updated and communicated (and easily accessible) to client base.</p> <p>No avoidable non-compliances related to HR practices.</p>
<p>FINANCE AND ADMINISTRATION</p> <ul style="list-style-type: none"> - Maintains and/or develops financial policies processes and controls and ensures that business managers (and others concerned) are aware of these. Assists managers with application as required. - Works with other managers to prepare and submit annual budgets for approval. Monitors performance against budgets and takes action as necessary to limit variances relative to agreed budgets. - Oversees preparation and finalisation of month-end and year-end accounts. - Prepares financial management reporting on a monthly, quarterly and annual basis, in the format required; - Prepares documentation for annual audits and liaises with the auditors; - Ensures compliance with all statutory returns 	<p>Finance-related policies and procedures are maintained, communicated and easily accessible to managers.</p> <p>Audit Report satisfactory.</p> <p>On-time monitoring, analysis and reporting against budgets – no surprises.</p>

<p>and reporting;</p> <ul style="list-style-type: none"> - Provides financial and other information as required by the organisation, (e.g. relevant statistics, trends); - Manages monthly payroll processing; 	
<p>INFORMATION TECHNOLOGY</p> <ul style="list-style-type: none"> - Oversees the smooth implementation and maintenance of the Trust's IT systems and policies, in consultation with managers and/or external IT providers; - Ensures the provision of required hardware (computers, printers, internet, etc); - Reviews, in discussion with managers and external consultants, software needs and makes recommendations accordingly. - Prepares and submits recommended IT plans, as required, together with proposed budget requirements. 	<p>Technology infrastructure is reviewed and a plan signed-off.</p> <p>Service Level contract with external provider(s) is managed and delivered.</p> <p>95% IT uptime across the Organisation.</p>
<p>MANAGEMENT OF RISK</p> <ul style="list-style-type: none"> - Identifies and advises on any areas of real and/or potential risk in respect of HR, financial management and Information Technology. 	<p>Zero cost related to avoidable risk to the Trust.</p>

Qualifications Required

- Relevant tertiary qualification and/or equivalent level of experience.

Knowledge, Skills and Experience Required

- Experience working at management level, leading a team.
- At least five years experience working in a similar field/role.

Competencies Critical to the Role

- **Gaining Commitment**
Using appropriate interpersonal styles and techniques to gain acceptance of ideas or plans; modifying one's own behaviour to accommodate tasks, situations and individuals involved.
- **Driving for Results**
Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.
- **Building a Successful Team**
Using appropriate methods and a flexible interpersonal style to help build a cohesive team; facilitating the completion of team goals.

- **Aligning Performance for Success**
Focusing and guiding others in accomplishing work objectives.
- **Communication**
Clearly and succinctly conveying information and ideas to individuals and groups in a variety of situations; communicating in a focused and compelling way that drives others' thoughts and actions. Engages the audience and helps them understand and retain the message.
- **Decision Making**
Identifying and understanding issues, problems and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints and probable consequences.

Note: The accountabilities described in this Role Profile may vary from time to time in response to the Trust's operational needs.