

Role Description

Business Services Manager



Education

Cluster	Education
Agency	NSW Department of Education
Location	Liverpool Boys High School
Role number	234222
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	531111
PCAT Code	1332492
Date of Approval	October 2021
Agency Website	https://education.nsw.gov.au/

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

Primary purpose of the role

The Business Services Manager is responsible for the efficient management of all administrative tasks under the guidance of the principal.

Key accountabilities

- In consultation with the principal, develop an annual work plan that articulates, clarifies and documents the roles specific responsibilities, key deliverables, expected outcomes and indicators of success over a twelve month period.
- In consultation with the principal, recruit and provide overall-management for SASS staff (office, GA and SLSO) and also cleaners as well as providing direct supervision, including the development of performance development plans.
- Coordinate the financial affairs for the school, prepare budgets and annual budgeting reports and maintain the schools' operational and financial records to enable the school to derive maximum benefit from its allocated resources.

- Effectively apply an expectation of innovation with the development of new and/or updated systems, technology applications, procedures and organisational methods to deliver efficient and effective organisational service.
- Prepare correspondence, briefings and reports, including the analysis of data to support the effective operations of the school.
- Lead negotiations with AMU and contractors regarding Capital works projects, ensuring negotiation plans are developed and optimal contract and performance terms are established. This also includes key involvement on relevant Project Reference Groups.
- In collaboration with the principal, manage the school's assets in accordance with Departmental policy and procedures including school maintenance, capital works and community hire of the school facilities.
- Develop protocols and quality assurance processes to ensure that all Departmental, WHS and legislative requirements are met.

Key challenges

- Keep abreast of the schools financial systems, resource allocation model (RAM) and the Department's policy and procedures to provide or source accurate advice for the principal and staff.
- Lead, with the principal, the school's implementation of the Department of Education, Leading Management Business Reform (LMBR) process.
- Balancing a range of competing and conflicting work priorities and/or workflows. The challenge comes when competing and conflicting demands are impacted by non-negotiable deadlines. This necessitates the role to engage with and effectively manage expectations.

Key relationships

Who	Why
Internal	
Principal and school executive	<ul style="list-style-type: none"> • Implement principal and executive decisions • Provide accurate advice on the school's business functions and emergent issues • Report on school's financial affairs
School Administration Manager (SAM)	<ul style="list-style-type: none"> • Work with SAM and the school administrative team to effectively manage business functions
Students	<ul style="list-style-type: none"> • Facilitate the best educational outcome for students
Directorates (e.g. Finance, Asset Management, Procurement and IT)	<ul style="list-style-type: none"> • Advice and support and report on matters where needed.
External	
School community	<ul style="list-style-type: none"> • Liaise with school community on school operations where appropriate as nominated by the principal
Suppliers and Vendors	<ul style="list-style-type: none"> • Engage with suppliers and vendors for services required

Role dimensions

Decision making

While the role acts independently in performing its core work functions, it liaises with the supervisor regarding allocated work that is non routine, sensitive or high risk.

Reporting line

Report to the Principal, or as delegated by the principal

Direct reports

As directed or delegated by the principal, business management may lead/manage projects or business functions that would require cooperation and collaboration from other school staff. Business management may be required to manage the work of contractors from time to time.

Budget/Expenditure

As directed or delegated by the principal with departmental policies.

Essential requirements

- As this is a child related position, a valid Working with Children Check for paid employment.
- Knowledge of and commitment to the Department's Aboriginal Education policies.

Capabilities for the role


The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Keep up to date with relevant contemporary knowledge and practices• Look for and take advantage of opportunities to learn new skills and develop strengths• Show commitment to achieving challenging goals	Adept






		<ul style="list-style-type: none"> • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly 	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and 	Advanced

		<p>identify the most effective solutions in collaboration with others</p> <ul style="list-style-type: none"> • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria 	
 <p>Business Enablers</p>	<p>Finance</p> <p>Understand and apply financial processes to achieve value for money and minimise financial risk</p>	<ul style="list-style-type: none"> • Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management • Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound • Assess relative cost benefits of various purchasing options • Promote the role of sound financial management and its impact on organisational effectiveness • Obtain specialist financial advice when reviewing and evaluating finance systems and processes • Respond to financial and risk management audit outcomes, addressing areas of non-compliance in a timely manner 	Advanced
 <p>People Management</p>	<p>Manage and Develop People</p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> • Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way • Monitor and report on team performance in line with established performance development frameworks 	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate