

# Business Manager

	<p>372 Spencer Street West Melbourne VIC 3003 ABN: 98 957 157 895</p>
<b>Position Title:</b>	Business Manager
<b>Incumbent:</b>	Vacant
<b>Accountable to:</b>	Chief Executive Officer Board of Directors
<b>Reports to:</b>	Chief Executive Officer
<b>Area:</b>	Finance, Administration, Human Resources
<b>Supervisory Responsibilities:</b>	Finance and Administration Coordinator & Administration Assistant
<b>Employment conditions:</b>	Part-time on-going two-year fixed term contract  Superannuation contributions calculated on 9.5 % of gross salary plus attractive salary packaging opportunities available to the NFP sector apply
<b>Hours of Work:</b>	This position is 22.5 hours per week (3 days/week equivalent)  WIRE's business hours are Monday to Friday, 8.00am to 6.00 pm.  Flexible work practices are supported.
<b>Classification:</b>	Social, Community, Home Care & Disability Services Industry Award 2010 Sector Award Level 7 (increment level dependent on experience)
<b>Performance Review:</b>	Review of the position description will occur in the event of any major changes to current funding arrangements or annually.
<b>Version Number:</b>	1
<b>Version updates</b>	January 2020
<b>Approved by:</b>	CEO

## About WIRE

WIRE is a leading service delivery organisation with more than 30 years' experience supporting countless women, nonbinary and gender-diverse people across Victoria. It is the only Victorian state-wide free service that provides information, support and referrals to any Victorian women, nonbinary and gender-diverse person on any issue.

**Vision:** a just and inclusive society where all people can thrive.

**Values:** WIRE is feminist, inclusive and bold. We strive for social justice, empowerment and integrity.

**Mission:** At WIRE we work with women, non-binary and gender-diverse people to address the issues they identify, assist them to make informed choices in their lives and advocate for structural change to bring about gender equity and social justice.

WIRE has a strong track-record of innovation in research, training and service delivery and addressing the multiple barriers women, non-binary and gender-diverse people experience that contribute to their marginalisation.

WIRE supports all women, including nonbinary and gender non-conforming people. We are a committed feminist organisation that provides best-practice gender-informed service delivery, research and training and a non-stigmatising service delivery entry point for thousands of people every year.

We provide support through a Telephone Support Line, by email and online, as well as face-to-face at our Walk-in Centre located in West Melbourne. We also deliver a range of programs and services including job coaching, employment workshops, financial and legal clinic, lunch-time clubs and activities for those experiencing isolation and homelessness.

We undertake projects and provide education and resources to individuals, organisations and the community to build capacity and capability to counter gender bias, discrimination and family violence. This includes training products and programs focused on increasing women's financial capability, addressing family violence, dealing with difficult calls and working more effectively with women.

We are a small organisation but our impact ripples throughout Victoria. With more than 60 active volunteers and 22 staff we provide services to Victorians that changes lives. We are proud of who we are, the service we provide and what we have achieved.

## WIRE values, vision and principles of practice

[See WIRE's webpage with more information about WIRE our strategic plan and principles of practice](#)

### Purpose of the Role

WIRE has grown significantly in the past two years. As a result the finance, administration, compliance and continuous improvement support needs for the organisation have grown significantly.

The Business Manager will work with and support the CEO, management team, Finance and Administration Coordinator and the Board of Management to ensure that WIRE's finances, administration and quality improvement processes enable sustainable and strategic growth of the organisation. This includes ensuring WIRE has:

- sound financial management processes and reporting systems that are compliant with Australian Accounting Standards & Auditing Standards
- strong administrative processes that can adapt and evolve with a growing WIRE
- robust quality improvement and policy and procedures to support staff and manage workplace issues
- efficient and effective reporting process to support the CEO and Board in operational and strategic decision-making.
- Strong processes to support WIRE's auditing, governance and compliance obligations
- Robust risk processes that are systematically reviewed

### Roles & Responsibilities

The Business Manager is responsible for:

- Working with and supporting the CEO, Board and other managers and the Finance and Administration Coordinator to identify and implement improvement and streamlining of organisation-wide:
  - Providing high level strategic thinking to enabling WIRE to thrive in an environment of increasing finance, budgetary and compliance complexity
  - budget planning processes and management to meet organisational goals
  - record keeping and accounting systems
  - audit and legislative reporting processes in line with funding body and government and statutory body requirements

- compliance with legal requirements (OHS, insurances etc)
- continuous quality improvement and risk oversight and implementation
- Working with CEO, Board and other managers to oversight relevant workplace policies, processes and issues.
- Working as part of the management team to manage organisational resourcing and respond to staffing and workplace matters.
- Working with the CEO and Training and Social Enterprise Manager to develop strong financial systems and administration practices that will enable WIRE's training arm to prosper and grow.
- Providing managerial oversight to Finance and Administration staff
- Contributing to other tasks and duties as required being a staff member and part of the WIRE team.

### General responsibilities

- Maintain, and ensure your team maintains a clean, hygienic and safe work area.
- Be proactive in identifying and problem solving OHS matters
- Be proactive in understanding and maintaining environmental standards
- Perform any other reasonable task as required.

For the duration of your employment with WIRE, your duties may vary considerably as you gain experience, undertake additional duties, and pursue career options within WIRE. Your position description is an indicative guide and may be reviewed as required

### Behavioural expectations

WIRE expects all staff to work with **integrity, courage, transparency, accountability** and in **collaboration**.

**Integrity** - Our daily work and behaviour is aligned with our agreed principles, values and practices.

#### **Courage-**

- support each other with kindness
- allow others to speak their truth
- engage in self-reflection, learning, growing, evolving and change
- Name and challenge our own privilege and the systems that enable our privilege to oppress and marginalises others. .
- we make ourselves vulnerable by exposing possible blind spots and are open to experience the discomfort of challenge, growth and change
- We provide a space to hear opinions that are not our own and truly listen, consider bringing our wisdom into the space with care.

**Accountable**

- We use our limited resources wisely to better serve the women, gender-diverse and nonbinary people of Victoria
- We make decisions that are fair and take account of intersectional practice
- We will work creatively and innovatively with purpose
- We work within the policy and procedures and boundaries established by WIRE.
- We hold each other to account for behaviours in a supportive and kind way.
- We are not passive bystanders we won't rely on those experiencing marginalisation or oppression to verbalise situations of violence.
- We are accountable for our own behaviour, we respect boundaries and work ethically

**Collaborate & transparency**

- We listen deeply and communicate openly with respect
- We will use language that is accessible
- We show a commitment to examining and finding alternatives to patriarchal power structures and modes of leadership.
- We are willing to sit in disagreement
- We set boundaries, communicate those boundaries to staff, volunteers and service users and are accountable for the decision making around boundaries.
- We clearly communicate what we are asking for, and where power lies in decision making processes.
- We work constructively in fluid conversations to find solutions.
- We work with others to find creative solutions for complex problems.
- We are committed to empowered practice.
- We are able to name our expertise and the expertise of others.
- We share professional knowledge and insights with our colleagues and provide a space for learning
- We respect the skills, knowledge and experience of colleagues including volunteers

**Key Selection Criteria****Academic Qualifications:****Essential**

Qualification in a relevant discipline (finance, administration, business management, business administration) OR relevant significant work experience.

**Selection criteria:**

<b>Essential</b>	<b>Desirable (but not required)</b>
Alignment with WIRE values, vision and mission. Commitment to work within a feminist organisation and use feminist leadership principles as part of your daily practice.	Knowledge/experience in the Not-for-Profit sector
Alignment with WIRE behavioural expectations	Knowledge of accounting systems such as Xero or MYOB

Strong experience (3 years +) in finance and administration management and quality improvement practices.	Working knowledge or experience of social enterprises
Leadership experience, including ability to work self-directed towards a strategic goal with the ability to refocus and alter approach in the absence of success	
Experience supervising, supporting and developing staff	
Experiencing in working in environments where there are multiple funding streams with varying reporting requirements.	
Strong organisational skills, including ability to manage and deliver multiple competing priorities and work programs	
Operational problem solving, including ability to identify effective solutions and establish new processes and practices	
Strong communication skills, written, verbal and interpersonal	
High-level of computer literacy, including proficiency with Microsoft Office (Word, Outlook, Excel and PowerPoint), ability to learn new systems (such as Customer Relationship Management platform)	

#### Relationships:

With	Purpose
CEO	Reports to
Partnerships and Community Engagement Manager	Works with
Program and Projects/Advocacy Manager	Works with
Training and Social Enterprise Manager	Works with
Service Delivery Manager	Works with
Finance and Administration Coordinator	Supervises
Administrative Assistant	Supervises