**POSITION DESCRIPTION – MANAGER**

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| Position Title | State Lead – Policy and Business Improvements | Department | | VIC Services |
| Location | VIC | Direct/Indirect Reports | | 2, Indirect- volunteers and interns |
| Reports to | Director Victoria | Date Revised | | Sept 2021 |
| Industrial Instrument | Choose an item. | | | |
| Job Grade | Choose an item. | **Job Evaluation No:** |  | |

■ **Sub-Delegation**

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ **Position Summary**

This role is a member of the Victorian Senior Leadership Team who is responsible for leading the policy input, analysis and strategic business improvement work along with providing expert advice and expertise on matters like government and strategic and stakeholder engagement and relationship. This role will act as a strong interface across all programs in Victoria providing support for the efficient and effective internal operations of the Victorian Services team.

The position will lead key strategic initiatives and change projects in VIC Services taking the lead on cross-cutting projects or at other times bringing people together to ensure team priorities are on track. This role will also have a strong project management focus to lead business improvement projects and provide significant contribution to strategic direction, program rigor and risk management and integration planning and resource management.

The State Lead will also lead, plan and coordinate the development of business monitoring, evaluation and improvement to enable increased performance and the delivery of quality services, support strategic alignment, organisational positioning and future growth.

■ **Position Responsibilities**

**Key Responsibilities**

* Lead the work on understanding and proactively responding to external and internal business drivers that require changes in workplace and/or program arrangements; provide authoritative advice to the Director and Victorian Leadership Team on key matters, trends and developments to help shape decisions.
* Collaborate across the Victorian Senior Leadership Team and ensure each team supports and contributes to cross-business area priorities and maximizes integration so that client/community outcomes are maximised.
* Review, identify and recommend opportunities that result in State-wide operational efficiency and effectiveness and improved service delivery to clients and key stakeholders.
* Co-design with program teams, the development and implementation of chosen methodologies and frameworks leveraging existing work, identifying gaps and plans to bridge these in maximizing strategic influence and presence of Red Cross
* Manage and maintain the State contract register providing the accurate status of all local, State and Government funding agreements including current, terminating and pending applications.
* Undertake, research, policy analysis and development of evidence-based information that considers the Organisation’s operating environment, external environment and supports strategic and policy priorities to help shape decisions and future direction.
* Provide advice and recommendations based on advanced subject matter knowledge including identification of emerging issues and risks and their implications for State policy and business priorities.
* In collaboration with National team members, act as the Victorian point of contact on matters that require coordination and collaborative effort in communications, stakeholder engagement and other business priorities, as required by the Director.
* Responsible for managing the strategy and growth portfolios within VIC Services and change projects, coaching direct reports to achieve strategic influence and implementation
* Responsible for supporting the Director to build the strategic influence and external profile of the Red Cross within Victoria by developing strong and productive working relationships with key stakeholders and representatives in Local, State and Commonwealth Government Departments.
* Lead and coordinate the state-wide annual planning and budgeting cycle and monthly and quarterly monitoring
* Lead different projects, setting up new funding contracts in consultation with Victorian Director
* Proactively support and provide leadership assistance to the Emergency Services team during emergency and disaster response/activities.
* Coach, develop and drive direct reports to deliver value consistently and progressively to the business through achievement of financial and non-financial outcomes
* Ensure budgets are met by achieving set revenue targets, and managing controllable costs/expenses

**■ Position Selection Criteria**

**Technical Competencies**

* Previous senior leadership experience including demonstrated ability to lead and motivate teams.
* Highly developed and professional communication skills (including written skills) to be able to deal confidently and calmly with a wide range of stakeholders.
* Strong negotiation skills, with the ability to develop positive and influential relationships internally and externally.
* High level strategic thinking, planning, reporting and project management skills.
* Proven ability to work proactively and independently and to self direct work with the ability to manage ambiguity and to make sound judgments
* Highly organised with the ability to effectively manage competing priorities with initiative and sound **judgement based on the organisation’s and** Director**’**s priorities.
* Ability to influence others and negotiate mutually agreed outcomes.
* Highly developed verbal and written communication skills.
* Demonstrated experience developing or reforming structures and accountability systems to improve strategic engagement and enable a more client-centred, outcome-focussed organisation
* Demonstrated experience in leading continuous improvement processes and embedding contemporary and evidence based models, practices, processes and systems.
* Demonstrated experience in contract management, compliance and quality management.
* Significant business analysis, planning and reporting skills relevant to guiding a large and diverse workforce
* Proven budgetary management skills.
* Advanced computer skills, using MS Office applications, specifically Word, Excel, PowerPoint and Outlook, as well as highly proficient use of technology.

**Qualifications/Licenses**

* Relevant tertiary qualifications and significant experience in Business or similar.
* Significant experience in an international organisation, humanitarian organisation, or similar institution highly desirable.

**Behavioural Capabilities**

* **Personal effectiveness | Achieve results |** Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
* **Personal effectiveness | Solving problems |** Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
* **Team effectiveness | Managing change |** Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.
* **Organisational effectiveness | Thinking strategically |** Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.
* **Organisational effectiveness | Innovating and improving |** Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

■ **General Conditions**

All Red Cross staff and volunteers are required to:

* Adhere to the 7 fundamental principles of Red Cross:

**Humanity  |  Impartiality  |  Neutrality  |  Independence  |  Voluntary Service  |  Unity  |  Universality**

* Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
* Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
* Comply with the Work Health and Safety management system
* Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
* Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
* Assist the organisation on occasion, in times of national, state or local emergencies or major disasters