

POSITION DESCRIPTION – Professional Services Staff For levels 6/7 and above

Position Title: Manager, Business Services Level: 6/7 or 8/9
Faculty: Social Sciences Department: Early Start Discovery Space

Primary purpose of the position:

The Manager, Business Services will develop and manage the operational systems, processes, policies and procedures to deliver an effective, efficient and sustainable Early Start Discovery Space. This will include business planning and development, financial operations, marketing and communications and visitor service offerings.

Position Environment:

The Early Start Project is a \$44m multidisciplinary venture which includes Australia's first Children's Discovery Centre, named the Early Start Discovery Space (ESDS). The ESDS will encourage active participation of children and adults in a range of learning experiences. The ESDS will include stimulating exhibits and interesting educational programs to pique the interest of visitors. The ESDS is due to open to the public next year.

Major Accountabilities/Responsibilities:

| Responsibilities | | Outcome | Percentage of Time |
|------------------|--|---|--------------------|
| 1. | Lead the development and implementation of operational activities of the Early Start Discovery Space (ESDS) visitor service offering including visitor protocols, access, ticketing, booking systems and membership. | Provide the highest quality customer experience for all visitors to the ESDS. | 15% |
| 2. | Manage and report on financial operations of the ESDS including preparation and monitoring of budgets and achieving targets as set. | Ensure all aspects of the ESDS are financially sustainable. | 15% |
| 3. | Develop marketing and communications strategies and initiatives for the ESDS including coordination of the ESDS website. | Appropriate and targeted marketing to ensure awareness and growth of the ESDS. | 15% |
| 4. | Day to day management and leadership of ESDS visitor service staff and volunteers. | Attract and retain high quality visitor service staff to meet the changing needs of the organisation. | 10% |
| 5. | Deliver a sustainable ESDS business entity (including initiating and securing grants, sponsorship and business opportunities) (Level 8/9) Develop and grow the corporate business of the ESDS. (Level 6/7) | Generate additional revenue to ensure that the ESDS becomes a sustainable entity. | 10% |
| 6. | Develop and implement a membership and corporate sponsorship scheme. | Build relationships to grow these business income lines | 10% |
| 7. | Ensure effective management of the retail operations such as the gift shop, party room and café. | Ensure high quality financially sustainable retail | 10% |

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|-----|--|---|---------|
| | | operations. | |
| 8. | Develop and maintain effective working relations with internal and external stakeholders. | Build opportunities for engagement and sponsorship. | 10% |
| 9. | Manage service contracts related to facilities, information technologies, food service, security, maintenance and cleaning. | Ensure third party providers deliver high quality and cost effective services for the Early Start Discovery Space | 5% |
| 10. | Supervisory roles: Communicate and consult with staff on workplace and staffing matters. | To foster direct relationships with staff and enhance engagement with the organisation. | Ongoing |
| 11. | Observe principles and practices of Equal Employment Opportunity | To ensure fair treatment in the workplace | Ongoing |
| 12. | Have WH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/ document | To ensure a safe working environment for self & others. | Ongoing |

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Reporting Relationships:

| | |
|--|---|
| Position Reports to: | Early Start Chief Operating Officer |
| The position supervises the following positions: | Early Start Discovery Space staff |
| Other Key Contacts: | Faculty Executive Manager Faculty Management Accountant Faculty Marketing Manager |

Key Relationships:

Contact/Organisation:

Internal UOW Business Units e.g. (Staff Services, ITS, Facilities Management, Central Marketing)
Tourism organisations, sponsors and regional partners (e.g. Destination Wollongong)

External Contract service providers

Purpose & Frequency of contact

To coordinate and deliver ESDS visitor services
fortnightly/monthly

To build opportunities for engagement and sponsorship and awareness of the ESDS
fortnightly/monthly

To ensure a smooth high quality visitor experience
weekly/fortnightly

Key Challenges:

1. Setting up and implementing operational business procedures, processes and systems in a start-up and evolving environment.
2. Managing and balancing the day-to-day operations to ensure that the ESDS becomes a sustainable entity.
3. Providing hands-on leadership and direction to your team as the organisation develops.
4. To achieve the unit's strategic work objectives through direct communication and consultation with staff and colleagues.

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Strong understanding of operational management practice across a range of areas including business planning, marketing, administration, fundraising, communication and PR.
- Excellent budgetary and financial control skills and awareness.
- Strong hands-on management and leadership skills with the ability to lead and motivate a small team.
- Excellent communication and interpersonal skills and the ability to establish effective working relationships with a diverse range of stakeholders.
- Demonstrated ability to prioritise, plan and organise work in a multi-task environment in order to meet strict and changeable deadlines.

(To be eligible to be appointed at level 8/9 you must meet the additional criteria)

- High level skills in operational management practices across all key areas including business planning, finance, marketing, administration, fundraising, communication and PR.

SELECTION CRITERIA - Education & Experience:

Essential:

- Relevant tertiary qualification in business discipline or related field and/or relevant professional experience and training or equivalent professional attainment.
- Management experience in roles spanning multi-functional responsibilities.
- Operational business experience in a visitor services environment.
- High-level business development experience to grow business income streams to ensure that the ESDS becomes financially sustainable.

Personal Attributes:

- Strong and effective communicator
- High level customer service skills
- Flexible attitude and the ability to use initiative

Special Job Requirements:

Ability to work weekends and out of hours as needed

Availability to be "on call" for emergency operational issues

Compliance with statutory requirements and UOW policy in relation to Working with Children

Organisational Chart:

Organisational chart coming soon.

Approval:

Approved by Head of Unit: _____

Date: _____

Approved by Human Resources: _____

Date:
