

Business Support Unit BSU Manager Position Description

Position title: Business Support Unit (BSU) Manager
Classification: Social, Community, Home Care and Disability Services Award, Level 5
Reports to: Regional Manager

About CPL – Choice, Passion, Life

CPL is a leading community support provider across Queensland and Northern New South Wales, partnering with people with disability and their families to create meaningful change.

Through personalised support, specialised guidance and expertise in collaborative decision making, we empower each person to live the life they want at every stage.

We are driven by a deep commitment to understanding our clients' aspirations and turning their vision into reality.

Drawing on decades of experience, we deliver practical, impactful support that makes a real difference – combining our expertise with genuine care to support individuals, families, and communities.

Our vision

An inclusive society for all people.

Our purpose

To provide services for people with disability so they can lead the life they choose.

Our difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

Our values

Our values are known across CPL Group as 'Our Way'. It sets the standard for how we behave with each other and with the people we support, no matter our role, location or brand. By living these values every day, we create trust, build strong relationships and support people to live the lives they choose – together.

Understand the person

Recognising each client and employee as an individual, respecting their choices and shaping your approach around what matters most to them.

Give great service

Delivering high quality support to clients and to each other that is consistent, safe, reliable and focused on what matters to that person.

Work together

Together has strength. Collaborating between teams, brands, locations and across the community to create better outcomes.

Find better ways

Improving how you work to provide better outcomes and experiences for clients and employees.

Position purpose

To effectively manage the administration teams of business area/services, including the provision of high-quality service in order to achieve optimum levels of support to staff and the requirements of the services. Be the conduit and key communication position between head office personnel and the regional teams, within the scope of the role.

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

Key responsibilities

- Develops, oversees and implements a range of high quality administrative and business processes and systems which support the region to deliver service and business outcomes effectively, efficiently and smoothly. This would include:
 - Working with the manager to develop and implement business improvement and efficiency measures across all areas of operation within the region.
 - Ensuring the reporting and information needs of management are met by developing, maintaining and operating high level systems which gather, record and report on information in accordance with CPL policies and procedures and relevant funding body guidelines and requirements.
 - Implementing all elements of the organisation's Quality Management System and actively contributing to the process of continuous improvement across all areas of responsibility.
 - Overseeing the management of all regional assets and relevant CPL physical resources, such as office supplies, vehicles, cameras and petty cash, in line with regional infrastructure budgets.
- Assists with the financial management of the services and regional teams, including the provision of administrative support to the budget planning process, reporting, journal corrections, purchasing, invoicing and coding of accounts on forms to facilitate appropriate distribution of funds to or from the services accounts.
- Provides team resource planning, high quality supervision, support and mentoring to all administration staff and when required undertakes recruitment, induction, training and performance management of all relevant staff.
- Supports the region to ensure all human resource practices, policies and procedures are delivered consistently, in particular with regards to payroll and personnel administration.

- Ensures timely delivery of client statements and accurate reporting and acquittals of Trust and Foundations and Government grants in accordance with organisational, service and funding agreement requirements.
- Develops and maintains effective relationships with suppliers, contractors, funding bodies, local service providers and other relevant internal and external stakeholders to ensure quality outcomes are achieved.
- Delivers a high professional customer service and output through all written and verbal communication which positions the organisation positively and favourably with all who come into contact
- Undertakes other responsibilities as required and directed by manager or delegate.

Supplementary responsibilities

- Embodies CPL Group values in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key customers

- Reports directly to the Regional Manager.
- Responsible for teams of administrative staff and volunteers.
- Liaises internally with local and head office staff, regional administrative teams, regional management teams, clients and families.
- Liaises externally with: Government staff and appropriate representatives from funding bodies, other local service providers, donors or corporate supporters, the public, suppliers and contractors.

Selection criteria

- Demonstrated experience in office and administration management, including ability to review, develop and implement administrative systems and processes to contribute to continuous improvement initiatives.
- Demonstrated experience in financial management including accounting skills, maintaining financial records and experience working with budgets.
- Demonstrated experience in training, developing and managing administrative staff.
- Highly effective communication skills, both written and verbal; including highly developed report writing skills and strong conflict resolution and negotiation abilities.
- Demonstrated high level organisational, time management, task prioritisation and problem-solving skills.

- Demonstrated interpersonal skills required to develop and foster relationships within a team and the ability to work independently to deliver results and outcomes.
- Advanced skills in computer software applications and technologies, including role relevant IT systems (e.g. Finance system, Fundraising database, Client Relationship Management systems) and the Microsoft Office suite of programs.

Additional requirements

These do not need to be addressed in selection criteria but must be included in application:

- Relevant tertiary qualification and/or equivalent experience working in an administration management or office coordination role is preferred.
- Experience in a customer service environment supporting managers and staff is preferred.
- Current 'C' class driver's licence with regular access to a vehicle.
- A Working with Children Check, Blue Card in Queensland, or a Working with Children Check in New South Wales.
- NDIS Worker Screening Check issued by the NDIS Quality and Safeguards Commission.