

Commercial Sustainability Manager - Work

Success Profile

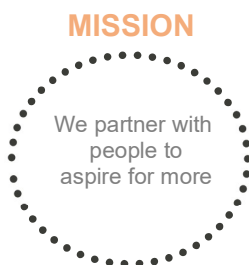
Your division	Home and Community
Your team	Home and Community Management
You report to	Executive General Manager Home and Community

PURPOSE OF YOUR ROLE

Endeavour Foundations Home and Community division supports people with disability who choose to access our supported independent living, community programs or CSG specialist support services. We provide opportunities for individuals to achieve their personal goals, maximise their independence and live their best lives.

The Commercial Sustainability Manager position's purpose is to provide leadership and insights for all activities related to the provision of Home and Community's services and supports. The roles focus is on ensuring maximisation of promotional and revenue opportunities across all streams. The position supports the portfolio in understanding commercial sustainability across all offerings and proposals, in order that decisions are made and resources deployed to support clients in line with their needs, goals and funding, whilst also protecting the organisation's long term economic health.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

SAFETY	• Model safety leadership by instilling a positive safety culture and commitment to person centred active supports. • Drive integration and adherence to the Quality and Safeguarding Framework and other relevant legislation, policies and procedures. • Analyse safety trends leading corrective action implementation in collaboration with subject matter experts. • Monitor the environment ensuring it is free from preventable harm, promoting human rights and practice excellence. • Lead the identification and reporting of potential hazards, and work-related incidents, injuries and/or illness. • Model a commitment to Endeavour Foundations 'Recover @ Work' programs and actively support the return to work of team members consistent with the desired employee experience.
CONNECTION	• Facilitate enhanced employment outcomes for people with disability in a person-centred behaviour support framework.

	• Advocate for the implementation and ongoing application of Human Rights for people with disability, namely the right to live free from abuse, neglect and exploitation, and the right of choice and control. • Ensure consistency of service delivery experience by encouraging continuous improvement, adherence to practice guidelines and organisational policy and procedure. • Collaborate with peers and leaders across Service Delivery to deliver the best outcomes for our clients, employees and customers. • Promote Endeavour Foundation services through being a positive brand ambassador. • Support direct reports in the resolution of escalations and concerns from families/carers/advocates for those we support. • Monitor and analyse employee satisfaction levels through consultation and audits
OUR PEOPLE	• Ensure employees are given maximum opportunities to enhance their skills and to ensure alignment with expected commercial outcomes for the site. • Drive a performance-based culture focusing on engagement to achieve results. • Deliver strategy through building a capable, relevant, high performing and regulatory compliant workforce. • Collaborate with relevant supporting business units such as Customer Safeguarding and/or People and Wellbeing seeking direction and pursuing continual improvement. • Ensure appropriate governance in decision making aligning with organisational policies and procedures. • Provide clear direction to staff aligning with organisational strategy, goals and values. • Foster a supportive and respectful community-centric environment across the portfolio of sites incorporating the interests of families, guardians and other key stakeholders. • Create a well-balanced team culture, embracing and respecting the need to deliver commercially viable high-quality human services.
OPERATIONAL EXCELLENCE	• Promote Endeavour Foundation as a provider of choice, profiling the available suite of services to people with disability. • Establish strong professional relationships across the business and Service Delivery to build productive collaborative partnerships. • Ensure internal and external reporting requirements are met. • Encourage innovative and integrated approaches, improving the quality of service and streamlining work processes. • Demonstrated consistent quality and commitment to people, ensuring financial control and commercial discipline are embedded into the Home and Community Division. • Drive Operational Excellence by integrating financial rigour into strategic and operational decision making • Plan Develop and Implement organisation design initiatives, under time constraints • Elevate the impact of data and analytics across the organisation, producing actions that will form enterprise decisions and strategic direction • Ability to build and create financial models with quality • Lead transition management ensuring that business as usual is maintained and changes are effectively integrated. • Delivery of labour management and operational workforce planning model • Delivery of commercial management standards and business models • Delivery of tactical and strategic business optimisation solutions • Delivery of performance measures across our product offerings • Support with tenders, contractual, pricing and employment models • Train, develop and mentor specialist team in respective areas • Business case development and ROI analysis



	• Working closely with the Executive General Manager, General Managers', Operations Managers, Head of Business Excellence and Sales & Marketing to develop commercial strategies and activities to achieve required business outcomes across the Service Delivery • Provide leadership to the commercial operations team to embed business specific strategies across the Service Delivery. • Support an integrated approach to commercial operations across all regions, by ensuring commercial contracts are consistent and aligned to the goals of the people we support and the employee experience • Drive the Home and Community division as a centre of quality excellence in commercial operations and supports for people with a disability. • Drive analysis of existing business processes and proactive remediation to support implementation of internal and external audit recommendations. • Develop and maintain commercial health check process including ongoing annual self-assessment process, review and follow-up of corrective actions by Operations, Portfolio and Site Managers. • Work with the business on any new initiatives that impact commercially to the Home and Community division .
FINANCIAL SUSTAINABILITY	• Provide the Executive General Manager, General Managers' and Operations Managers and Head of Business Excellence with easy to interpret detailed analysis of commercial performance and risk, enabling them to take informed action. • Lead and coordinate business activities to improve operational performance and outcomes. • Work closely with stakeholders to drive an integrated approach in meeting financial targets. • Ensure operational viability through the successful management of finances within the team, and continuously identify opportunities to improve efficiencies. • Report on actual performance to budget, with variance analysis and commentary of revised actions and projections

WHAT YOU NEED TO SUCCEED

CAPABILITIES	• Demonstrated ability to build relationships with internal and external customers. • Strong demonstrated financial capability to advise on commercial operations to an assigned budget, whilst still meeting the business needs. • Strong understanding of contract law and pricing • Ability to manage internal and external customer relationships • Knowledge of quality assurance and process improvement techniques with experience applying these in driving change. • Ability to coach leaders, quality team, and key stakeholders, through significant change where there are competing priorities to achieve business objectives. • Demonstrated strong written and verbal communication skills to ensure clear and concise information is relayed. • Proven ability to coordinate projects and delegate activities to meet outcomes within required timeframes. • Demonstrated ability to implement Continuous Improvement strategies and methodologies to achieve improved business performance and outcomes • Demonstrated extensive problem-solving skills to successfully identify problems, develop solutions and implement these using a logical and systematic approach • A willingness to travel with some frequency • Demonstrated experience having strong strategic influences cross organisational leadership and enterprise enablement, over transformation leadership, organisation design, delivering with strong focus on quality collaboration and operational impacts
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SKILLS & QUALIFICATIONS	• Tertiary qualification in relevant discipline including; Business, Community or Social Service • Interpersonal and communication skills required to grow relationships with team members and stakeholders and deal with sensitive issues. • Proven operational performance management skills in alignment with divisional performance targets and KPIs. • Financial management skills including general finance and budgeting, profit and loss, balance sheet and cash-flow management. • Possession of a current driver's licence • Proficiency in using current MS Office Suite (i.e. Word, Excel, PowerPoint, Outlook), MS Power Suite (BI, Automate, Apps) Employee Self Service programs, and communication technologies.
EXPERIENCE	• Experience in a leadership business planning role with a focus on program management, workforce planning, labour management, data and analytics, automation development and performance setting. • Experience within the Disability Sector. • . • Demonstrated experience in coaching individuals and delivering training, preferably those with disability and individuals that may present with behaviours of harm to achieve set outcomes and desired behaviours within the workplace. • Experience in effectively mitigating and managing safety, operational and commercial risk.

