

POSITION TITLE: IAG Business Manager

DEPARTMENT: Inclusion Advisory Group – CBM Australia

DATE: 30 June 2020

REPORTS TO: Director, Inclusion Advisory Group – CBM Australia

Organisational Vision:

An inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

Organisational Mission:

CBM is a Christian international development organisation, committed to improving the quality of life of people with disabilities in the poorest countries of the world.

Department Objective:

The Inclusion Advisory Group – Australia team aims to harness the resources of other people and organisations to promote, develop and implement effective disability inclusive development and humanitarian action policy and programs. The Australia team is the largest team in the wider CBM Global Inclusion Advisory Group and provides operational support to other members on behalf of the wider group and in coordination with the Global team. The Group works in close collaboration with the disability movement to provide advice and support on disability inclusion, on a fee-for-service basis, to other organisations in Australia and around the world. The Australia team aims to achieve a balance between influence for impact and financial sustainability.

Purpose of Role:

The Business Manager is responsible for:

- leading the program operations team to support the effective and efficient implementation of Inclusion Advisory Group – Australia and Global programs.
- supporting and contributing to overall coordination and management of the Inclusion Advisory Group – Australia as part of the IAG Australia Management Team.
- ensuring that the Inclusion Advisory Group - Australia and Global - has the necessary processes and systems in place to support effective, efficient, accountable and compliant business operations. This includes ensuring appropriate guidance documentation is in place for staff, that systems support record keeping and wider knowledge management and that information is up to date and accessible.
- actively monitoring and reviewing the Inclusion Advisory Group’s Australian and international business models to ensure they are fit for purpose and evolve as needed to achieve financial sustainability.
- leading collaboration with CBM Australia and CBM Global business operations/admin functional areas, and country offices as required, to ensure shared processes and systems support the Inclusion Advisory Group operations.
- providing high quality project management to selected IAG projects.
- coordinating/ leading cross-departmental projects and activities on behalf of the IAG (eg. input to CBMA quarterly strategic planning and reporting).
- periodically representing the Inclusion Advisory Group with external partners including procuring relevant operational support functions from outside of CBMA.

Level of Direction or Supervision:

The Business Manager is a member of the Inclusion Advisory Group – Australia management team and reports directly to the Director. The Business Manager also has an indirect reporting line to the Inclusion Advisory Group – Global lead. The Business Manager leads a small Program Operations team currently comprising two operations and admin staff.

Key Working Relationships:

As a member of the Inclusion Advisory Group – Australia management team, the Business Manager must work in close collaboration with the others in that team. Equally important, are working relationships with Inclusion Advisory Group - Global core team.

The Business Manager is also part of the CBM Australia’s Strategy Implementation Group and People Managers’ Community of Practice, both of which encourage positive cross-organisation collaboration. The role leads the Inclusion Advisory Group’s interaction with the Business Operations Department of CBM Australia (organisation wide finance, people and culture, ICT and project management functions) and collaborates with others in the International Programs and Public Engagement Departments.

Key Tasks and Priorities:

| Key Areas of Responsibility | Key Tasks | Performance Indicators | Weighting Total= 100 |
|---|---|---|---------------------------------------|
| <p>Strategy and Leadership</p> <p>- as part of the Inclusion Advisory Group – Australia management team</p> | <ul style="list-style-type: none"> • Lead departmental strategy, budget and planning processes • Lead on refinement of business model/s for Inclusion Advisory Group to better balance financial sustainability with impact of advisory • Ensure aligned and appropriate levels of cross-team collaboration and manageable workloads • Establish and model IDD norms for desired behaviour, fostering a team culture that values proactive problem-solving, open and honest communication, and accountability to agreements • Proactively manage change and risk across the Inclusion Advisory Group | <ul style="list-style-type: none"> • Strategy Implementation plans updated, monitored, reviewed and implemented • Documented business model available for both Inclusion Advisory Group – Australia and Global • Annual budget targets set with reference to strategic priorities and met • Regular preparation, attendance, communication and follow up of MT meetings • A collaborative and respectful management team environment that proactively addresses issues arising • Risk register reviewed and updated monthly | <p>25%</p> <p>(incl. 5% - Global)</p> |
| <p>Staff Management</p> | <ul style="list-style-type: none"> • Develop clear and actionable performance expectations (for the program operations team and for individuals) that are clearly linked to team | <ul style="list-style-type: none"> • Position descriptions and KPIs are up to date and regular performance discussions undertaken • Annual performance reporting undertaken in | <p>10%</p> |

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| | <p>and organisation goals and priorities</p> <ul style="list-style-type: none"> • Ensure that direct reports have the resources and training required to meet performance expectations • Coach/mentor staff to develop capabilities and manage workload effectively • Negotiate/prepare secondment agreements for staff to CBMG | <p>accordance with CBMA requirements</p> <ul style="list-style-type: none"> • Meet individually with Team Members on a weekly/fortnightly basis • Team members receive appropriate training and development • All Team members have a career development plan and opportunities to increase their skills | |
| Contract/ Program Operations Management | <ul style="list-style-type: none"> • Oversee contracting and program management for global and regional opportunities • Proactively input to new work proposals and advise on project/ contract management aspects • Negotiate advisory contracts, consultancy and associate agreements and oversee due diligence, compliance requirements • Ensure high quality project monitoring and management • Oversee and manage reporting on advisory project/partnerships funding • Advise other parts of the CBM Global Inclusion Advisory Group on program/ business operations as needed (if another MA needs to contract for IAG) | <ul style="list-style-type: none"> • Suite of advisory proposal and contract templates established and maintained • Up to date rate cards for advisory work available and aligned to business model/ budget priorities • Legal advice accessed as needed • IAG staff are aware of any specific contractual obligations (eg. confidentiality) • Financial and other reports provided to funding bodies as required • Project data correctly entered and maintained in relevant systems (Mavenlink, DID4all, other) • Project partners report positive experience of project management interactions and outcomes | <p>30%</p> <p>(incl. 12% - Global)</p> |
| Finance and systems - for both IAG Australia and Global | <ul style="list-style-type: none"> • Lead annual budget preparation and reforecasting • Monitor monthly/ quarterly income and expenditure • Provide or source technical expertise as needed (eg. on tax and exchange rates) • Oversee contract invoicing and acquittals, internal fund transfers and external payments | <ul style="list-style-type: none"> • IAG – Australia and Global management teams have timely information about business performance to inform decisions • Accountable and compliant financial management | <p>25%</p> <p>(incl. 12% Global)</p> |

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| | <ul style="list-style-type: none"> • Provide direct input from advisory perspective on CBM Global finance and program management processes and workflows as well as other new systems ensure these meet needs • Oversee team use of systems, ensure systems set up appropriately and reporting available • Play a leading role in scoping, procuring and implementing a systems for IAG that complement and interface with CBMG program management and finance systems (contract and adviser management) • Ensure that IAG operations procedures and related documentation are up to date, understood and implemented | <ul style="list-style-type: none"> • Systems and processes support accountable and compliant financial management • Inclusion Advisory Group staff are able to access up to date information and guidance about systems and processes in place | |
| Liaison and representation | <ul style="list-style-type: none"> • Develop positive working relationships with key advisory partners • Develop positive working relationships with counterparts in CBM Global Secretariat and COs • In consultation with IAG Australia Director and management team, represent CBMA as required in sector and public meetings | <ul style="list-style-type: none"> • Positive working relationships established • Attendance at workshops, functions, section meetings, etc. | 10% (incl 5% Global) |

| SPECIFIC OUTCOMES REQUIRED |
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| The underlying business model/s for the Inclusion Advisory Group are well understood by the relevant management teams and the CBM Australia Board and provide a strong base on which to scale up the advisory work. |
| Cohesive and timely delivery of cross-organisation operational support for the Inclusion Advisory Group – Australia and Global. |
| The IAG Australia Management Team is a cohesive, collaborative problem-solving/ decision-making body that leads the team effectively toward achievement of CBM’s strategy. |
| Direct reports are managed and supported in line with agreed team and organisational guidelines. |
| Risk issues for the Inclusion Advisory Group – Australia team are identified and updated, and appropriate mitigation strategies are developed and implemented. |

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| Appropriate guidance, processes, systems and data are in place and available to underpin the effective and efficient operations of the Inclusion Advisory Group – Australia and Global. |
| Inclusion Advisory Group – Australia input to CBM Australia strategic planning, implementation and reporting processes is provided on time and to high standard. |
| All advisory and operations functions are fully compliant with relevant policy, contractual and legal frameworks under which the Inclusion Advisory Group operates. |

| KEY COMPETENCIES OF ROLE |
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| Significant project and contract management experience, including experience leading a similar work area in a relevant NGO, managing contractor and/or donor organisation. |
| Sound experience of people management, including experience adapting management style to team needs, coaching and mentoring staff and knowledge of people management systems and processes. |
| Core skills and/or qualifications in more than one of following: services contract negotiation and management, financial management, business/project management systems implementation. |
| Experience establishing and implementing systems to support efficient and effective planning and reporting across within and across teams. |
| Current knowledge of international development trends and context and understanding of the Australian Aid Sector. |
| Ability to scan for information and analyse in order to inform a clearly articulated recommendation and rationale. |
| Capacity to manage a complex workload in a team environment. |
| Exceptional communication skills (written, verbal and interpersonal). |
| Qualities: <ul style="list-style-type: none"> - Talent for establishing strong, respectful and trusting relationships across all levels - Self-aware, self-regulating, empathetic, motivated - A strong proactive problem-solving mindset and approach |
| Commitment to CBM’s mission and values. |
| A willingness to contribute to the growth and development of CBM and its work. |

Terms and Conditions

General terms and conditions of employment are as per the CBM Australia General Enterprise Agreement 2015.

Performance Planning and Review

Performance planning and reviews will be carried out on a regular basis.

JOB EVALUATION

| Factor | Level | Score |
|---|--------------|--------------|
| Responsibility and Accountability | | |
| Judgement and Decision Making | | |
| Interaction and Influence | | |
| Knowledge and Application of Creative and Technical Skill | | |
| TOTAL | | |
| Salary Grading | | |

Signed

Signed

Date

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