

POSITION DESCRIPTION

Position Title	Senior Manager – Business Services
Department	Office of the CEO
Location	Shepparton Office
Classification	SCHADS Award – Level 8 commensurate with Qualifications & Experience
Reporting to	Chief Executive Officer
Employment status	0.8- 1.0 FTE, permanent
Direct Reports	Finance Officer Team Leader – Human Resources and Corporate Services Quality Lead

Organisational Overview

The Bridge Youth + Family Service (TBYFS) plays a key role across the Goulburn Valley in youth support and advocacy. With offices located in Shepparton, Seymour and Wallan, TBYFS delivers services and supports to young people and their families with a particular focus on those from marginalized and/or disadvantaged backgrounds but with a philosophy that includes the provision of services to all young people. TBYFS offers a range of programs funded by government, private foundations and the local community. Programs focus on a diversity of issues and services include placement prevention, family reconciliation, family mediation, antenatal, parenting, housing support, mentoring and education support. For more information visit our website: www.thebridge.org.au.

Our Vision: By 2027 young people in our local community are resilient, connected and celebrated.

Our Mission: We nurture safety and wellbeing through a responsive model of care so that young people can look towards the future with optimism.

Guiding Principles:

- In diversity there is beauty and there is strength.
- Alone we can do a little; together we can do so much.
- Be curious always. For knowledge will not acquire you; you must acquire it.
- The value of an idea lies in the using of it.
- Stronger connections provide new opportunities and create healthy people, organisations and communities.
- Adaptability requires an open mind and a welcoming of new alternatives.

Our Values



Curiosity & New Ideas



**Diversity, Collaboration
and Collegiality**



Connection & Reach



Flexibility

Role Purpose

Reporting directly to the Chief Executive Officer, the Senior Manager – Business Services is a member of the Senior Management Team and is responsible for the strategic leadership, oversight and continuous improvement of the organisation's Business Services.

The position provides leadership across Finance, Human Resources, Corporate Services, Information Communication Technology, Facilities, Quality & Compliance, and Organisational Systems to ensure the organisation has the infrastructure, resources and frameworks necessary to support high-quality service delivery and achievement of strategic objectives.

The Senior Manager – Business Services is responsible for strengthening organisational capability, sustainability and resilience by ensuring systems, processes and organisational knowledge are embedded across the organisation.

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As a member of the Senior Management Team, the position contributes to organisational strategy, workforce planning, risk management, business improvement and organisational growth.

Position Objectives

- Provide strategic leadership and oversight of Business Services functions.
- Ensure organisational systems, resources and infrastructure effectively support service delivery.
- Provide strategic oversight of organisational financial performance, governance and sustainability.
- Lead organisational risk management, quality improvement and compliance frameworks.
- Strengthen organisational resilience through effective systems, policies and succession planning.
- Ensure organisational facilities are safe, compliant and fit-for-purpose.
- Ensure facilities, technology and operational resources support current and future organisational needs.
- Support the CEO and Board through provision of strategic advice and organisational performance information.
- Foster collaboration and integration across all Business Services functions.

Key Responsibilities

Finance and Governance

- Lead integration across Corporate Service functions to ensure consistent systems, processes, reporting and compliance.
- Provide strategic oversight of organisational financial performance, budgeting, forecasting and resource allocation.
- Provide oversight of facilities expenditure and resource allocation in partnership with Finance and Facilities Manager.
- Review and endorse financial reports before submission to the CEO and Board.
- Oversee financial governance, internal controls, delegations and audit outcomes.
- Ensure financial policies and systems support accountability and organisational sustainability.

Business Services Leadership

- Lead integration across Finance, HR, Quality and Corporate Services functions.
- Ensure organisational systems, procedures and documentation support operational effectiveness.
- Provide oversight of organisational reporting, information management and data governance frameworks.
- Work collaboratively with other Senior Managers and the CEO to align operational systems and resources with service delivery priorities and strategic objectives.
- Promote a culture of accountability, innovation and continuous improvement.

Facilities and Infrastructure

- Contribute to long-term planning for facilities, infrastructure, technology and operational resources.
- Oversee property leases and facilities contracts.
- Ensure organisational facilities remain safe, secure, compliant and fit for purpose.
- Monitor facilities-related risks and future infrastructure requirements.

Human Resources and Workforce

- Provide strategic oversight of workforce planning, organisational capability and people systems.
- Support leadership development, succession planning and workforce sustainability.
- Manage workplace occupational health and safety.

Risk, Compliance and Quality

- Ensure compliance with relevant legislation, regulatory obligations and funding requirements.
- Oversee implementation of audit recommendations and organisational improvement initiatives.

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Key Relationships

Internal:

- Business Services Team
- Senior Management Team
- All Staff

External:

- Board of Directors
- Relevant platform service providers
- HR/Payroll support services
- Technology vendors
- Relevant compliance bodies
- Auditors

Capabilities required

Knowledge & Experience

- Minimum tertiary qualification in Business, Finance, Management, HR, or a related field.
- Demonstrated experience overseeing Finance, HR, ICT, Quality, Compliance and Facilities in a complex organisation.
- Proven capability in budgeting, forecasting, internal controls, audit processes and organisational financial sustainability.
- Experience embedding consistent systems, processes and reporting frameworks across multiple business units.
- Strong background in legislative compliance, audit implementation and continuous improvement.
- Experience leading organisational capability, succession planning and people systems.

Skills

- Ability to set direction, influence organisational priorities and drive cross-functional alignment.
- Skill in designing, improving and embedding organisational systems that enhance efficiency and accountability.
- Strong analytical capability to interpret financial performance, assess risk and guide resource allocation.
- Ability to collaborate effectively with CEO, Board, senior leaders and external partners.
- Skilled in leading organisational change, driving innovation and embedding continuous improvement cultures.

Values & Professional Conduct

- Demonstrates integrity, respect, and professionalism.
- Managing sensitive employee data with discretion.
- Upholds organisational philosophy and Code of Conduct.
- Works collaboratively and fosters positive team culture.
- Commitment to continuous improvement and learning.

Hours and Conditions

Hours per week as outlined in Contract. Terms and condition according to the relevant Industry Award according to qualifications and experience.

We are a family friendly organisation and offer an attractive remuneration package including significant salary sacrificing benefits and paid leave for all staff when our office closes between Christmas and New Year.

Key Selection Criteria

1. Strategic business services leadership

- Demonstrated experience leading multi-disciplinary corporate service portfolios including Finance, HR, ICT, Quality, Compliance and Facilities.
- Proven ability to integrate systems, processes and reporting frameworks to strengthen organisational capability and operational cohesion.

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2. Advanced financial governance and business management

- Extensive experience overseeing organisational financial performance, budgeting, forecasting, cost control, resource allocation and long-term financial sustainability.
- Strong commercial acumen with the ability to interpret financial trends, assess organisational risk, guide investment decisions and ensure robust internal controls.
- Demonstrated experience using financial management and business reporting systems.

3. Risk, compliance and quality leadership

- Demonstrated capability in leading organisation-wide risk management, compliance frameworks, audit processes and continuous quality improvement.
- Ability to embed governance systems that meet legislative, regulatory and funding obligations while supporting organisational resilience.

4. Organisational systems, infrastructure and operational optimisation

- Proven experience overseeing organisational systems, information management, facilities, technology and infrastructure planning.
- Ability to ensure operational resources, systems and infrastructure are fit-for-purpose, scalable and aligned to strategic service delivery needs.

5. Workforce capability, leadership development and organisational culture

- Experience leading workforce planning, leadership development, succession planning and organisational capability initiatives.
- Ability to build high-performing teams, strengthen organisational culture and support sustainable workforce structures.

6. Executive-level communication, reporting and stakeholder engagement

- Demonstrated ability to provide strategic advice, high-quality reporting and performance insights to CEO and Board.
- Strong capability in influencing, negotiating and collaborating with senior leaders, external partners and regulatory bodies.

7. Strategic change, business improvement and organisational growth

- Proven ability to lead organisation-wide change initiatives, drive innovation and embed continuous improvement cultures.
- Experience strengthening organisational maturity through business optimisation, process redesign and strategic growth planning.

Additionally, you must have a;

1. Current driver's license
2. Current Working with Children Check

We are a Child Safe organisation. The position is subject to a successful Police Check and Ongoing employment is subject to a six-month probationary period.

The Bridge Youth + Family Services commits to protecting the safety and security of children and young people and has zero tolerance for child abuse or discrimination.

We are committed to promoting the cultural safety of Aboriginal children and young people, cultural safety of children from diverse culturally and/or linguistically backgrounds, and to providing a safe environment for children and young people with a disability or who are part of the LGBTQIA+ community.

The Bridge Youth + Family Services actively works to listen and empower children and young people and has systems to protect them from abuse.

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The Bridge Youth + Family Services will take all allegations seriously and will respond to them in line with the Victorian Child Safe Standards, DFFH Human Service Standards mandatory reporting and our organisation's internal policies and procedures.



Signature: _____

Name: _____

Date: _____