

WHO YOU ARE

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<b>What is your division?</b>	Service Delivery
<b>Who do you report to?</b>	Operations Manager – Business Services
<b>What is your team structure?</b>	General Manager – QLD North Operations Manager – Business Services Site Manager Production Manager Production team leads

PURPOSE OF YOUR ROLE

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- Lead and coordinate the business activities of an Endeavour Industries Site to ensure operations and processes run efficiently to plan.
- Identify opportunities and innovative solutions for business growth and implement these at the Endeavour Industries to ensure the commercial activity within each service is maximised.
- Provide employment to people with an intellectual disability to enhance and develop their vocational skills and abilities.

ORGANISATIONAL PROFILE

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KEY SUCCESS AREAS

<p><i>Health and Safety</i></p>	<ul style="list-style-type: none"> <li>• Work with the Site Manager and EFI team to build a strong safety culture at the EFI and ensure compliance to Endeavour Foundation’s Work Health and Safety policies and procedures to improve safety in and out of the workplace</li> <li>• Identify, manage and review situations that may cause a health and safety risk and take steps to minimise the risk by identifying, documenting and implementing controls</li> <li>• Report all potential hazards in workplace to Site Manager</li> <li>• Develop and implement site safety plans that seek to minimise incidents and manage exposure to hazards</li> <li>• Manage any work related incidents, injuries / illness, malfunction of machinery, plant or equipment and report in a timely manner to the Site Manager to ensure an appropriate investigation occurs and appropriate controls are identified and implemented to prevent recurrence.</li> <li>• Manage the recording and follow up action on all incidents</li> <li>• Participate in all return to work and rehabilitation programs as directed by the Manager, Injury Management to ensure that staff members are supported through their return to work and adherence to all Workplace Rehabilitation policies and procedures</li> <li>• Lead by example to encourage zero harm to employees, visitors and contractors</li> </ul>
<p><i>Customer</i></p>	<ul style="list-style-type: none"> <li>• Work with the Business Development Officer to assist with developing a business case for new products</li> <li>• Build a strong network of internal and external customers and stakeholders</li> <li>• Liaise with stakeholders as required to ensure requests are met and accurate information is provided.</li> <li>• Liaise and communicate with customers to identify their needs, address their requests and ensure problems are solved in a timely manner.</li> </ul>
<p><i>People</i></p>	<ul style="list-style-type: none"> <li>• Establish an open and engaging workplace that has team goals and follow Endeavour Foundations Success Conversations to ensure each team member is able to contribute effectively to business unit objectives.</li> <li>• Ensure all staff complies with Endeavour Foundation’s Code of Conduct, organizational policies and procedures to ensure the values of the performance standards of the organisation are demonstrated and upheld.</li> <li>• Ensure all issues, in the workplace are addressed and when required, elevated to the appropriate individual to ensure a positive working environment is maintained.</li> <li>• Comply with the organisations Quality and Environmental Management Systems policies and procedures ensuring consistency in meeting the expectations of the role.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide mentoring, training and assistance to other members of the team in procedures to ensure optimal service standards are achieved.</li> <li>• Attend as directed team meetings</li> <li>• Achieve KPI's as communicated by Operations Manager to ensure participation in organisational success is understood and accomplished.</li> <li>• Act as a change agent, and work within SD team to create a culture that values person centred thinking and highly individualised support arrangements that are targeted, flexible and customized to the changing needs and preferences of individuals.</li> </ul>
<p><b>Operational Excellence</b></p>	<ul style="list-style-type: none"> <li>• Provide supervision and leadership over the EFI to all staff during the relevant shift to ensure all objectives are met</li> <li>• Provide advice, prepare, submit and manage the process for licence/permit applications.</li> <li>• Participate in the development and implementation of annual action plans</li> <li>• Provide assistance to maintain accurate product costing / pricing processes to ensure consistency in service delivery and profit margins are achieved at the EFI</li> <li>• Manage scheduling of Daily production. Identify any backlogs and bottlenecks and resolve.</li> <li>• Compile and deliver information to the Operations Manager and ensure reports are accurate and the information is relevant to assist with contractual reporting.</li> <li>• Work in collaboration with the Site Manager to continuously improve the efficiency of EFI's performance</li> <li>• Understand and work within QLD government processes and the National Disability Insurance Agency to support the successful assimilation of internal systems and processes across the organisation</li> <li>• Advise and keep the Site Manager informed of local political and professional issues that may impact on Endeavour Foundation services and provide input into innovative responses to issues.</li> </ul>
<p><b>Finance</b></p>	<ul style="list-style-type: none"> <li>• Review costs on a daily basis to ensure accurate and efficient spend</li> <li>• Oversee and maintain accurate accounting and administrative processes in accordance with Endeavour's Credit Policy to effectively manage customers' accounts and meet the Endeavour Industries objectives.</li> <li>• Manage and report to Site Manager on financial and operational measures for EFI</li> <li>• Review financial results for EFI regularly and work with Site Manager to document and report monthly variances and actions to address</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide input to operational budgets.</li> <li>• Control inventory.</li> </ul>
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**WHAT YOU NEED TO SUCCEED**

<b>Capabilities</b>	<ul style="list-style-type: none"> <li>• A strong influencer and connector at a production operations leadership level, able to effectively lead a team and articulate and implement strategy.</li> <li>• A strong facilitator and presenter at all levels</li> <li>• Sound understanding of the current Federal Government Disability Reform Agenda</li> <li>• Relevant industry knowledge in a commercial environment</li> <li>• Experience in communicating effectively and establishing strong mutually beneficial relationships with all stakeholders, such as people with disability, other staff and commercial customers.</li> <li>• Demonstrated high level interpersonal and communication skills to develop relationships with team members and customers and deal with issues of a sensitive nature.</li> <li>• Proven ability to plan and coordinate projects and delegate activities effectively to meet outcomes within required timeframes.</li> <li>• Demonstrated written communication skills to ensure clear and concise information is presented to the team, manager and customers.</li> <li>• Demonstrated problem solving skills to successfully identify problems, develop solutions and implement these using a logical and systematic approach</li> </ul>
<b>Skills &amp; Education</b>	<ul style="list-style-type: none"> <li>• Degree qualified in Manufacturing/ Business or transport (desirable)</li> <li>• Possession of a current drivers licence</li> <li>• Forklift license (desirable)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience working within a Quality Assurance Framework</li> <li>• Demonstrated experience in leading and coaching teams to achieve set outcomes and desired behaviours within a quality and workplace health &amp; safety framework.</li> <li>• Proven track record in a commercial environment where customer relationships were established and sales targets and business unit objectives achieved.</li> <li>• Proven track record in effective promotion of products and services to increase customer base and achieve long-term profitability.</li> </ul>