



POSITION DESCRIPTION

JOB TITLE: Business Manager

REPORTS TO: Chief Executive Officer, CRIME STOPPERS VICTORIA

DIRECT REPORTS: NIL

FTE: 0.6

About the role

This role will support the Chief Executive Officer (CEO) by leading the internal operations of Crime Stoppers Victoria's (CSV), providing high level governance, administrative, strategic planning and operational oversight. The role will oversee and provide advice on administrative matters including HR, risk management, procurement, and information technology services.

Reporting to the CEO, the role will drive sustainability for CSV and build trust and strength in the governance structures. The Business Manager will contribute to the formulation and execution of the CSV's strategic objectives through hands-on engagement and is accountable for key project deliverables within the Strategic Plan with a particular emphasis in the areas of technology, risk management and employee engagement.

Accountabilities & Responsibilities

Governance, Management and Coordination

- Design, influence and maintain a robust corporate governance, risk management, quality improvement & compliance framework for the organisation, taking a lead role in the Occupational Health and Safety culture.
- Oversee CSV's governance requirements, including policies, procedures and contractual obligations.
- Maintain an ongoing relationship with external service providers and management of contracts.

- Ensure continuous quality improvement processes as the organisation expands and/or new technologies become available.
- Provide a robust approach to procurement and vendor management.
- Prepare reports for the Audit, Finance & Risk Committee (AFRC) and attend meetings as required.
- Act as minute-taker for the Audit, Finance & Risk Committee.
- Oversee CSV's internal control environment and, in conjunction with recommendations from CSV's auditors approved by AFRC, develop appropriate internal control policies and procedures to prevent and detect the potential loss of CSV's assets and/or revenue streams.
- Attendance at Board meetings as required.

Information Technology Services and Innovation

- Liaise with CSV's external IT providers to ensure CSV has fit for purpose IT systems, hardware and equipment, policies and processes.
- Support the CEO with IT projects in conjunction with CSV IT providers, internal and external stakeholders as needed.
- Identify, assess and implement technology solutions, including emerging platforms, that improve operational efficiency and organisational impact.
- Oversee technology pilots, evaluate outcomes and recommend scalable solutions aligned with strategic priorities.
- Prepare data metrics analysis and evaluate outcomes to inform future growth markets.
- Monitor system performance and ensure technology investments deliver measurable value for the organisation.
- Build internal capability by guiding teams on technology adoption, change management and digital best practice.
- Prepare correspondence, briefing notes and reports in relation to specific projects.
- Maintain a register of domain names and ensure renewal in a timely manner.
- Maintain strong relationships and enforcement of service standards regarding cyber security, website and IT operational support.
- Monitor and maintain software provider contracts, SLA and licences, including Monday.com and Employment Hero.

Human Resources

- Payroll approval.
- Work in consultation with the HR Consultant and Accountant to develop HR policies including managing the approval process.
- Work with the CEO and HR Consultant to coordinate company training programs related to legislative changes and compliance requirements.
- Support the maintenance of HR software, Employment Hero in consultation with the HR Consultant and Accountant.

Contracts

- Manage register of contracts and funding agreements to ensure deliverables are monitored and managed.

Risk and Policies

- Maintain CSV's risk register, ensuring performance monitoring processes are in place and risk reports are prepared for the CEO and Board as required.
- Management of policy development, implementation and compliance across all areas.
- Coordinate the policy review and approval process with the AFRC.
- Identify and implement improvements to operational processes and procedures to enhance business functions.
- Monitor and recommend amendments to CSV's Insurances to ensure appropriate coverage.

CEO Support

- Attendance at events and participation in meetings, forums and groups to represent CSV and respond to requests for information as needed.
- Support the CEO with the formulation and execution of the CSV's strategic objectives, business planning and project management.
- Investigate and create opportunities to enhance the achievement of organisational objectives.
- Support the CEO by providing timely and well-informed support and management of operational matters.

Other duties consistent with the role and the incumbent's skills and abilities as directed by the CEO from time to time.

Key selection criteria

Essential

- Tertiary qualification in relevant discipline e.g., Business Management.
- Comprehensive understanding of governance, policy development, ICT, and risk practices.
- Proven ability to negotiate and influence to achieve agreed outcomes.
- Ability to provide governance leadership and support to all levels of the organisation.
- Highly developed influencing, communication and interpersonal skills.
- Self-motivation, exceptional organisational skills, and the ability to prioritise workloads effectively.
- Demonstrated experience in governance and working with Boards.
- Proven ability to work in a collaborative environment as a member of a cohesive team.
- Demonstrated sound decision making and judgement and the ability to deal comfortably with ambiguity and complexity.
- Excellent interpersonal skills, including a demonstrated ability to build effective relationships and work productively with a diverse range of internal and external stakeholders.
- Experience working with senior stakeholders in a complex environment and proven skills to effectively represent an organisation to diverse audiences.
- Ability to work in an environment of competing priorities and manage these priorities to enable completion of projects while delivering day to day tasks in the required timeframes.
- Demonstrate a high level of motivation and commitment to the values and ethos of CSV.

Desirable

- Sound knowledge of Microsoft Office.
- Understanding of contemporary procurement practices.
- A highly developed understanding of ICT business functions.
- Highly developed project management and project analysis skills.
- Experience in working within the not-for-profit sector.

Organisational Expectations

This position requires employees to access highly sensitive and confidential information.

As such, you are expected to:

- Maintain the highest level of discretion, confidentiality and probity.
- Maintain a current satisfactory Victoria Police check and WWC Check.
- Immediately notify the CEO of any criminal charges filed against you.
- Adhere to all organisational policies and procedures.
- Display cultural awareness: consider situations, activities, decisions and outcomes from the perspective of how people of different ethnic, religious, professional or social identifications might see them.
- Demonstrate a collaborative mindset: approach activities, decisions and outcomes from the perspective of working with others.
- Maintain a people focus: consider activities, decisions and outcomes from the perspective of the client, customer or end-user; quickly establish a natural rapport with a range of people.
- Show resilience: persevere to achieve goals, even in the face of obstacles; cope with setbacks; stay calm and focused under pressure; accept constructive criticism.
- Exhibit accountability: work to clear objectives in a transparent manner; accept responsibility for decisions and actions; seek to achieve best use of resources; submit to appropriate scrutiny.
- Act with integrity - be consistently honest, fair, and ethical in words and in conduct; take responsibility for own actions.