

## Position Description

### headspace Schools Business Services Manager

**Location:** National Office - Melbourne

**Department:** headspace Schools

**Level:** EO2

**Employment Type:** Maximum Term, Full time

**Approved By:** Julia Smith

**Date Approved:** March 2020

**Agreed By:** \_\_\_\_\_

**Date Agreed:** \_\_\_\_\_

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#### 1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

#### 2. HEADSPACE MISSION

headspace collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

#### 3. HEADSPACE VALUES

At headspace, we are inspired by and believe in the power of youth. We work together to deliver authentic, progressive and inclusive services to build a brighter future with young people. We know where we're going, we're guided by our values, and we're committed to getting there together. Our people play an important part in shaping our culture and therefore, all headspace employees are expected to undertake their work in accordance with the headspace values as follows:

- **Inclusion** - We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference
- **Collaboration** - We share information and work collaboratively, internally and externally, to deliver great outcomes with young people
- **Agility** - We are agile and innovative in our approach, so that we continue to meet the changing needs of young people
- **Excellence** - We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality services



#### 4. HEADSPACE VISION FOR RECONCILIATION

The headspace vision for reconciliation is an equitable Australia where the 60,000 year old cultures and continuing connection to Country of Aboriginal and Torres Strait Islander peoples are respected and celebrated. This future Australia is united by the understanding of our shared past, upholds the rights of Aboriginal and Torres Strait Islander peoples, and embraces self-determination and diversity. The headspace Reconciliation Action Plan formalises our commitment to reconciliation and to strengthening the social and emotional wellbeing of Aboriginal and Torres Strait Islander young people and communities.

#### 5. POSITION SUMMARY

**headspace** Schools is a large Division of teams who implement and deliver a variety of different services to schools, education sectors, education systems, and associated workforces across the states and territories. The headspace Schools divisions manages a mix of state funded and Commonwealth government funded contracts. The largest of these contracts is as a sub-contractor and implementation partner of Beyond Blue's Be You Program. The **Be You** program provides online training and resources, backed by 70 expert staff on the ground, to support busy principals, teachers and early learning professionals to nurture the mental health and wellbeing of young people and their families.

This key leadership position, based in Melbourne, is responsible for the contract management, reporting; and administration of finances and budgets; and oversight of contractual deliverables. Bringing a strong business management logic, the role will ensure a proactive and organised approach to the national administration of the headspace Schools programs. Key areas of responsibility include contract and risk management; process integration; service delivery data and reporting; digital solutions; financial monitoring and management of workplace leases.

The incumbent will work across the headspace Schools program, working collaboratively with the Be You National Operations Manager, the headspace Schools Operations Manager and Head of headspace Schools to ensure the division is successful in managing business agility and sustainability.

This position works closely with the two most senior Operations Managers – who are responsible for the day to day operations of state and territory teams and the clinical components of all service delivery.

#### 6. POSITION CONTEXT

Reporting to the Head of headspace Schools, this role will collaborate across the business to ensure the program is able to deliver as contracted and headspace Schools remains a leader in the mental health sector, with an innovative service offering.

A business-savvy and innovative professional, the headspace Schools Business Services Manager is highly experienced in the business management approach to the achievement of program objectives and performance targets. The incumbent possesses a comprehensive understanding of the commercial requirements for high quality service delivery, along with a proven track record in contract management and managing complex budgets.

#### 7. KEY RESPONSIBILITIES/OUTCOMES

The **headspace** Schools Business Services Manager will be responsible for:



### **National Administration and Program Management**

- Lead the implementation of the overall business strategy and ensure a coordinated approach to all components of the program.
- Assist the Head of headspace Schools to deliver on strategic initiatives
- Lead the development and management of business plans and monitor progress.
- Ensure a systematic and coordinated approach to budgets, reporting, and deliverables across the national and state / territory teams.

### **Contract and Risk Management**

- Ensure headspace complies with all contract and all key performance indicators
- Manage contract and business plans working collaboratively with the Head of headspace Schools and the Executive Director of headspace Services.
- Act as the primary contact for contract issues
- Establish systems and processes for monitoring performance including tracking and monitoring indicators to ensure proactive alignment of priorities and resources.
- Lead management of major contracts for the program to ensure they align with headspace policies.
- Maintain the headspace Schools and Be You risk registers and work with headspace's Quality and Risk Manager to ensure appropriate governance processes and reporting of risk management

### **Financial Management**

- Oversee and guide the management of various headspace Schools budgets and finances.
- Effectively and efficiently administer the financials of the projects in consultation with the Head of headspace Schools and in accordance with the headspace Delegations Policy.

### **Reporting and Data Analysis**

- Produce monthly reporting for the program both internally and externally.
- Oversee data collection and conduct data analysis to manage and respond to trends.
- In collaboration with the Head of headspace Schools, develop and prepare reports for the headspace Executive, Board and stakeholders in line with contractual obligations.
- Provide high quality and consistent advice across state/territory teams facilitating knowledge transfer and the development of good practices across the states in relation to risk, data and reporting.

### **Workplace leases and locations**

- Lead and oversee the management of worksite locations across each state and territory and manage all associated aspects of leases, and associated costs.

### **General Responsibilities**

- Undertake interstate travel and other duties consistent with the position where required and/or requested by the Head of headspace Schools or the Executive Director of headspace Services.
- Provide additional support and perform other duties consistent with the position where required and/or requested by the Head of headspace Schools or the Executive Director of headspace Services.



## 8. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

### 8.1 Essential

- Relevant tertiary qualification in business, finance and project management preferable.
- Experience managing complex projects and programs and a proven ability to design and implement robust systems and structures that prime projects for high performance including technical proficiency in:
  - Budgeting, forecasting and general financial management
  - Risk planning, monitoring and management
  - Project and program reporting, monitoring and oversight.
- Contract negotiation, monitoring and performance management
- Service delivery oversight including monitoring and reporting against key performance indicators and service deliverables
- Ability to synthesise and effectively communicate key project metrics and progress to support executive oversight.
- Ability to engage and work effectively with key partners, workforces and internal stakeholders.
- Highly motivated, strategic thinker with established leadership skills, an attention to detail, enthusiasm to learn and ability to operate with agility in a highly dynamic environment.

### 8.2 Desirable

- Policy awareness and understanding of social services portfolios and context.
- Qualification in health or education management or administration.
- Experience in government funded Not for Profit environments would be highly regarded.
- Understanding of and experience in mental health, youth mental health intervention and associated issues.

## 9. POLICIES AND WORKPLACE PRACTICES

All headspace employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of headspace
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times

