

SERVICE DELIVERY MANAGER POSITION DESCRIPTION



Date: 23.01.2023

Position Title: Service Delivery Manager
Conditions of Employment: Award and agreement free (salaried position subject to contract of employment)
Status: Fixed Term to February 2025
Working Hours: 38 hours per week plus reasonable additional hours
Location: TQ office, 87 Wickham Terrace, Spring Hill, Brisbane, and work from other sites as needed
Reports to: TQ Chief Executive Officer
Purpose of the Position: This position supervises and leads the Service Delivery Teams to effectively manage and deliver the QSTARS program in accordance with Service Agreement, Funding Schedule and Program requirements. This position supports other service delivery teams to deliver services effectively and efficiently. The position is a member of the TQ leadership team and supports the CEO in providing quality service to the residential renters throughout the state.
Accountability: All staff are accountable to the Tenants Queensland Chief Executive Officer and ultimately to the governance board.
Key relationships: This position has strong relationships with the CEO, Business Manager and Principal Solicitor.
Direct reports: Regional Coordinators – Brisbane North Coast, Central Queensland, Hub, North Queensland and Southern Queensland and other team members as identified.
About Tenants Queensland: TQ was established in 1986 and seeks to represent the interests of all Queenslanders who rent their home including those living in marginal tenures such as caravan parks and rooming accommodation. We pride ourselves in providing specialist advisory services to renters, advocating on behalf of them, and securing improvements to Queensland's residential tenancy laws.

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Position Reviewed and Approved: 25.01.23

Key Accountabilities:

- Responsible for the delivery of the QSTARS program in accordance with the Service Agreement and Funding Schedule including:
 - Managing oversight and delivery of the Hub's state-wide telephone advice service (QSTARS service entry point)
 - Managing the oversight and the delivery of all aspects of the program with Regional Service Providers
 - Managing the development and adherence to the QSTARS services delivery administrative systems, procedures and protocols
- Responsible for achieving all defined outcomes and outputs of the program and delivering high-level consistent quality service standards. Lead the QSTARS service delivery team; coach and educate team members to strengthen capabilities and skill sets; with the ability to adapt to changing environment, whilst continuing to deliver consistent services and complying with operational risk management procedures
- Oversee the maintenance of a strong, cohesive QSTARS network of QSTARS provider organisations, connected with interested and affected communities and / or other relevant organisations
- Develop and / or maintain functional relationships and facilitate effective communication with management, staff and clients or any other person or group necessary to conduct the role successfully
- Maintain strong cooperative arrangements with government and other non-government service providers, including DHPW to ensure that TQ is meeting all its delivery obligations
- Perform work in accordance with relevant legislation and quality standards, fostering and promoting commitment to quality and continuous improvement
- Strategic support for service delivery across the organisation with a clear understanding of the needs of all TQ teams delivering services; to ensure TQ services are effective, efficient and consistent with program requirement
- Adhere to the Company's values, policies and procedures

Specific Duties:

- Develop, maintain and ensure compliance with TQ internal policies and procedures
- Manage operational HR requirements such as recruitment, structure, performance management for the Direct Reports and maintain communications with them HR matters in their teams and HR related milestones
- Support the Direct Report managers to manage their operational HR requirements
- Manage the day-to-day work of staff reporting to this role including the development of performance and development plans and the identification of training and development needs.
- Understand the TQ business model and its relationship with the organisation's major funding programs
- Ensure processes are in place to deliver efficient and effective systems, data integrity and plan for future needs
- Work collaboratively with the Senior Financial Accountant and the CEO to establish, execute, and monitor TQ's financial strategy and objectives
- Actively contribute to a culture of zero harm in the workplace; comply with legislation and organisational policy and procedures; take reasonable care to ensure actions and omissions do not impact on the health and safety of others.
- Perform work in accordance with relevant legislation and quality standards; fostering and promoting commitment to quality and continuous improvement.
- Undertake administrative duties associated with the performance of the position's specific duties.
- Act as a company representative at a range of official and promotional events as required.

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- Other duties within the scope of this position and as directed from time to time.

Core Capabilities:

- Highly developed verbal and written communication skills, including presentation and interpersonal skills with the ability to manage client expectations, outcomes and complaints.
- Strong leadership skills with experience in leading a team; coaching, mentoring and ensure skillsets are in line with PD's
- High level of computer literacy including the ability to use a client information management system.
- A high-level of stakeholder management skills including the ability to relate to people from different cultural and socio-economic backgrounds
- Self-motivated, passionate, highly efficient, proactive and professional with a respect for confidentiality

Essential Requirements:

- Tertiary qualifications in social work / social science, business-related discipline; e.g. a business administration or a similar qualification and or relevant extensive experience
- Minimum three years' experience in similar field with proven success working with all levels of management and a variety of stakeholders
- A commitment to the principles of social justice.
- Knowledge of or ability to rapidly acquire:
 - Queensland residential tenancy laws and related issues;
 - Housing policy issues;
 - Sector issues.
- Be tasked with the responsibility of managing outcomes independently and reporting the management group

Desirable:

- Strong capabilities with database and information systems software
- Ability to travel if required
- Current Queensland drivers' license

Acknowledgment

I have received, reviewed, and fully understand the position description. I also understand I am responsible for the satisfactory execution of the essential functions described therein.

I further understand future performance evaluations are based on my ability to perform the duties and responsibilities outlined in this position description to the satisfaction of Tenants Queensland.

I have discussed any questions I may have had about this position description prior to signing this form and am satisfied with the responses.

Employee name (please print) _____

Employee signature _____ Date _____

Manager's name (please print) _____

Manager's signature _____ Date _____