



Koorana Child and Family Centre

## **Role Description**

**Position Title:** **Business Opportunities and Planning Manager**  
**Reporting Relationship:** General Manager -Corporate Services

### **1. Position Purpose**

Koorana is committed to delivering quality early childhood education, intervention and family support services that acknowledge and respect all individuals. Business administration will effectively support Koorana's operations through transparent processes that reflect integrity and ethics.

The Business Opportunities and Planning Manager is responsible for identifying, analysing and recommendation of new business opportunities in partnership with the executive team that will increase client / customer numbers, improve revenue and profitability, enhance partnerships and/or improve operational efficiencies.

### **2. Organisational context of the position**

Koorana's management structure positions the organisation for ongoing growth and development. The Board of Directors is responsible for governance and is legally responsible for Koorana's outputs. A Chief Executive Officer is employed to manage the strategic directions of the organisation and to broadly oversee the efficiency of the organisation's major functions.

There are two executive management positions to support the CEO. General Manager – Corporate Services and General Manager – Client Services. The General Manager Corporate Services is supported by the Business Opportunities and Planning Manager in generating business improvement and operational efficiencies.

### **3. Position Responsibilities**

#### **3.1 Influence Strategic Outcomes**

- Promote a strategic alignment of projects and delivery against Koorana's Values and business outcomes.

#### **3.2 Manage Projects**

- Successfully manage the development, planning, execution and delivery of nominated projects utilising appropriate systems, tools and change management frameworks.

- Lead, in partnership with the executive team, the development of project briefs and service proposals which describe scope, deliverables, high level solution options, project plans, and identify resources estimates and skills required.
- Develop and manage project-level budget/s, schedules and resource allocations.
- Identify project/business risks and develop mitigation strategies and communicate as required.
- Prepare weekly project status reports to meet organisational and stakeholder needs.

### **3.3 Develop and Sustain Organisational 'Project Management' Capability**

- Promote a culture of successful project delivery via effective planning & management strategies.
- Establish, develop and manage effective working relationships with internal and external stakeholders.
- Work in a collaborative style and in a flexible delivery environment structures

### **3.4 Business Development and Growth**

- In partnership with the General Manager Corporate Services actively identify growth opportunities for Koorana which are aligned to the Values and business outcomes. These growth opportunities may include those presented by the NDIS.
- Develop a Decision Management Tool that will assist the CEO and Board in considering new business opportunities. This Tool should incorporate the key areas of value alignment, mission focus, strategic alignment, market positioning financial sustainability, risk profile and resource and infrastructure implications.
- For each new business opportunity identified and utilising the Decision Management Tool present a brief to the CEO and Executive with detailed financial analysis and key assumptions and an appropriate recommendation. Furthermore, where appropriate present an implementation plan that supports the successful outcome of this business opportunity.
- Provide support, guidance an input into tender and funding applications that are being undertaking by the Client Services Team. This may incorporate content support, financial analysis, risk management and competitive analysis.

### **3.5 Partnerships**

- With guidance from the General Manager Corporate Services identify partnership opportunities for Koorana which are aligned to the Values and business outcomes.
- Through analysis, research and in partnership with the Client Service Team present a brief and recommendation to the CEO as to the partnering opportunity including the services and

customers that would be supported, the benefits and risks and appropriate negotiation process.

- Negotiate the partnership, where appropriate

#### **4. Key Selection Criteria**

##### **Qualifications**

- Relevant recognised Tertiary Qualification

##### **Experience & Skills**

- Extensive experience in leading, managing and supporting staff
- Experience within the Children and Family Services sector
- An understanding and affinity for Not For Profit organisations
- Strong and focused analytical skills
- Experience in business development, identifying and articulating business opportunities and tender submissions.
- Proven ability to develop, foster and manage relationships with a range of organisations and individuals
- Demonstrated ability to take initiative, prioritise, plan ahead, anticipate risks and problem solve
- Demonstrated ability to work in a culturally diverse community
- Proficiency with Microsoft Office computer applications.
- Demonstrated end-to-end project management experience in high demand environments with strong knowledge in Project Management methodologies.
- Experience in delivering positive project outcomes and engaging stakeholders.
- Strong interpersonal, written and verbal communication skills demonstrated through and ability to form partnerships and negotiate with peers and Senior Managers across the business.
- Ability to handle sensitive material, demonstrate a high level of confidentiality, and operate with integrity and honesty.
- Strong time management, organisational skills and highly developed analytical and problem solving skills.
- Ability to exercise good judgement within the context of high risk matters and understand key business drivers.

##### **Personal attributes:**

- Respect for the philosophy and values held by Koorana
- Ability to coach and support other staff through the development and planning opportunities
- Exceptionally well organised
- Current Driver's License

- Access to a comprehensively insured vehicle.

#### **5. Personal and Professional Development**

- Maintain membership of the relevant professional body/organisation
- Attend internal/external training as appropriate
- Participate in a performance development & review process
- Participate in at least one unpaid, out of hour's community activity in each calendar year (e.g. local festivities etc).

#### **6. Confidentiality**

All operations of Koorana Child and Family Services including client, program and administrative information is confidential and is not to be disclosed to any person at any time. This restriction on disclosure of confidential information continues to apply in the event of employment with Koorana ceasing.