



Mannix College
your future starts here

Business & Operations Manager

Reports to: College Principal

Employment Type: Full Time, 5 Year Fixed-term

Direct Reports: Administration Assistant (Community Support), Administration Assistant (Finance & Operations), Maintenance Manager, Catering Manager, Contractors

ABOUT THE OPPORTUNITY

To ensure the College continues to provide the highest levels of support and service, the Business & Operations Manager is a member of the Senior Leadership Team and is responsible for finance, planning, managing, directing and coordinating of the operations of the College and improving its productivity and efficiency.

ABOUT MANNIX COLLEGE

Located at Wellington Road, Clayton, Mannix College is a Catholic residential college with Monash University. It provides catered accommodation, pastoral care, academic support, leadership development and community engagement for nearly 300 university students. As a Catholic College and as a part of the Archdiocese of Melbourne, Mannix gives expression to the mission of the Archdiocese and exists as a concrete expression of the mission of the Archdiocese at Monash University. Information about the College is available at: <https://www.mannix.monash.edu/>.

ABOUT YOU

You are a savvy service-oriented professional who is compassionate, communicates skillfully, demonstrates grit, and is motivated to lead cultures that inspire connection, cohesion and mutual respect. You're passionate about delivering quality services, have led high-performing teams and are committed to developing the people around you.

ABOUT THE ROLE

Under the broad direction of the Principal, the Business & Operations Manager contributes leadership and expertise across the following:

1. Oversee and coordinate the services of the College to ensure the smooth running of day to-day operations within the approved budget. In particular, oversee the Finance, Catering, Conference & Events, Housekeeping, Facilities, Security and Administration functions.
2. Plan and manage the continual upgrading and maintenance of current facilities and the acquisition of new facilities, according to the College's Strategic Plan.
3. Manage conferencing activities to ensure maximum use of College facilities and generation of income as approved in the annual budget.
4. Be the Workplace Health and Safety Officer for the College and be responsible for ensuring the College is compliant with all relevant Workplace Health and Safety Guidelines.
5. Demonstrate a visible and active commitment to: personal wellbeing; compliance with workplace policies and procedures for risk identification, risk assessment and risk control; continuously

improving Mannix College's health, safety and environmental performance; and activities associated with the management of Workplace Health and Safety.

6. Uphold the Mission, Vision and Values of the College and maintain a commitment to the College policies at all times.
7. Enhance the reputation of the College as a leading provider of residential accommodation.
8. Contribute to the unique culture, values and community spirit of the College by having a prominent and positive presence in College life.
9. Develop, implement and review initiatives using relevant data to measure and report on the effectiveness of strategies and programs.
10. Other duties as determined by the Principal.

KEY SELECTION CRITERIA

1. Tertiary qualifications in accounting and finance.
2. 5+ years' experience in managing businesses or services, preferably in hotels, multi-use facilities or student accommodation.
3. A minimum qualification equivalent to a Certificate IV in Workplace Health and Safety or willingness to undertake same.
4. A track record in conflict resolution and the ability to lead a successful team.
5. The ability to negotiate external contracts for trades, suppliers and services.
6. A record of being a successful manager with strong governance abilities, and accomplishment in motivating and effectively leading staff and students.
7. The ability to relate well to all kinds of people from all walks of life, inside and outside the College and the ability to promote a harmonious College community in a changing environment.
8. Excellent communication skills both written and oral, ability to converse with all levels of staff, students, parents and the Council.
9. Capability to provide purpose, direction and leadership to the entire College community.
10. Strategic thinking and capability to undertake operational activities.
11. High level of competence in the use of the Microsoft Office Suite of applications.

KEY RESPONSIBILITIES

Leadership

- Support the Principal in providing strategic vision, direction and leadership to the College Community, specifically other staff.
- Serve as a member of the Senior Management Team and set an example for all employees to follow.

Workplace Health and Safety Management

- Ensure the College, its staff and its officers are fully compliant with all relevant Workplace Health and Safety legislation.
- Provide and monitor adequate facilities to ensure the health and safety of all residents, employees, contractors and the general public.
- Generate the College's in-house Workplace Health and Safety Handbook and provide documentation, training and supervision to ensure all residents, employees, guests and the general public are in a safe environment.
- Manage contractors working on site to ensure they are aware of the College's Health and Safety procedures and ensure that the College collects all relevant contractor information.
- Establish and maintain a register of staff induction and training undertaken by all employees in Workplace Health and Safety.

- Ensure the College is compliant with all Fire Safety standards and assist with Fire Warden duties as required.

Finance

- Oversee the development and reporting of the College budget with the Principal.
- Oversee all finance and payroll operations, and supervise processes relating to processing, transactions, reconciliations, cash management and reporting.
- Provide strong stewardship and governance, ensuring assets are maintained and appropriate insurance arrangements in place.

Facilities Management

- Ensure the efficient and safe operation of the College facilities team and external contractors when on site.
- Ensure College buildings, services and facilities are managed and maintained to appropriate standards to eliminate any potential risk or loss.
- Support the Principal in developing a property strategy that enhances the long-term operations and financial sustainability of the College.
- Oversee the implementation of the College's Long Term Maintenance Plan in alignment with the College's Strategic Plan and cash flow forecasting.
- Monitor the costs of suppliers and contractors in order to maintain competitive pricing, services and supplies.
- Prepare and manage annual budgets for each operational area.
- Prepare and maintain a risk register for all residents and employees.

Conferences & Events

- Manage and support conferencing staff in their duties to ensure events are coordinated in line with client requirements.
- Oversee event planning and rostering to ensure costs are within budget.
- Annually review the College events/function/conference pricing structure to ensure agreed margins are achieved.

Kitchen

- Manage and support the Catering Manager in their duties to ensure the efficient and safe operation of the College kitchen.
- Oversee rostering and provisions purchasing to ensure costs are within budget.
- Establish and maintain a stocktake/audit process for consumables and provisions.

Housekeeping

- Oversee the College housekeeping contract
- Manage and support the College housekeeping contractors in their duties to ensure the efficient and safe operation of the housekeeping service.
- Oversee rostering and supply purchasing to ensure costs are within budget.

Front Office/Security

- Manage and support the front office staff (including after-hours staff) in their duties to ensure the efficient and safe operation of the College office function.
- Manage the rostering process to ensure adequate staffing levels at agreed office opening hours.
- Ensure all administration costs are within budget.

- Manage the College security including liaising with the College's third-party security provider.

Compliance

- Ensure the College meets all its statutory and other legal requirements relating to food preparation and safety, Workplace Health and Safety, and other matters related to the Role.

Policy Development

- In conjunction with the Principal and other staff, regularly review and update the College Policies where necessary in relation to food preparation and safety, Workplace Health and Safety, and other matters related to the role.
- Assist with the development of new policies that may be required in response to changes in legislation, new business practices or other factors.

Other

- Maintain excellent customer service to all internal and external customers.
- Attend emergency after hour call-outs, as required.
- Carry out other duties consistent with the purpose of the role as directed by the Principal

KEY RELATIONSHIPS

- Student residents and associates and their families
- Suppliers and contractors
- Local and wider community
- The Catholic Archdiocese of Melbourne
- The College Council and Foundation Council
- The Mannix College Student Society
- The Mannix Old Collegians Association
- Other members of the Senior Leadership Team and College Staff
- Other residential colleges and communities

ADDITIONAL INFORMATION

A competitive remuneration package will be negotiated with the preferred candidate. The package includes on-site car parking.

The successful applicant will be required to undergo a National Police Check and possess (or be willing to obtain prior to starting) a valid Working with Children Check, First Aid Level 2 and Mental Health First Aid. The College will reimburse the costs of these requirements where needed.

ENQUIRIES

Prospective applicants are invited to contact Mr Andrew Swan, College Principal, for a confidential discussion about this opportunity via 03 9905 0928 or andrew.swan@monash.edu.

APPLICATIONS

For your application to be considered, please submit the following documents to Mr Andrew Swan, College Principal **before September 29, 2023** at andrew.swan@monash.edu:

1. Your resume, including employment history, present position, details of education, professional experience and qualifications, names and contact details for three professional referees; and
2. A two-page covering letter outlining how you believe you can fulfill the Position Requirements for this role