

Zoodoo Zoo

Position Description

Job Title: Business Support Manager

Work Location: Administration

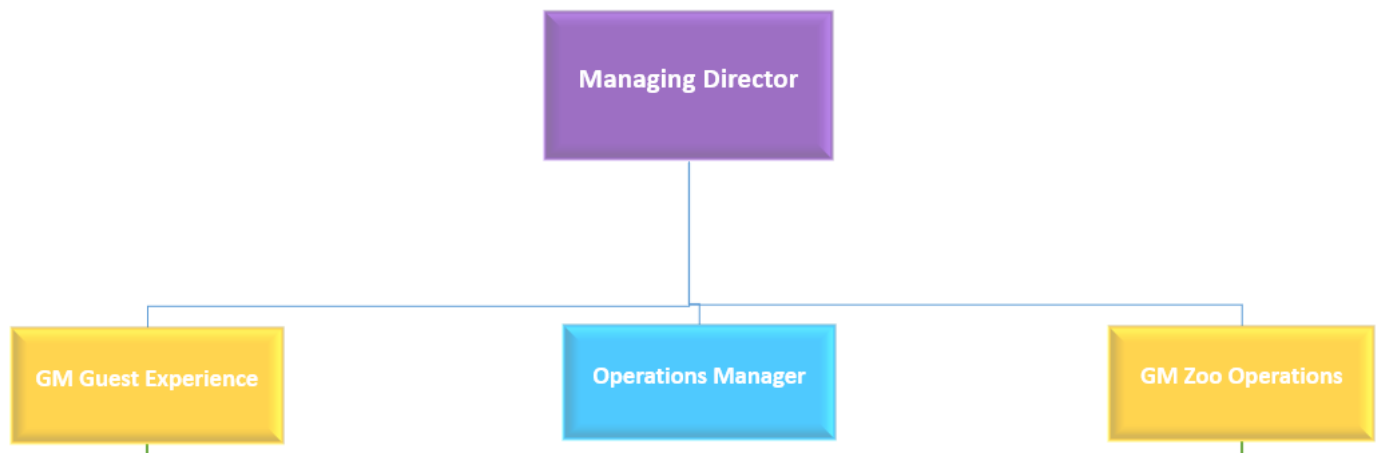
Division/Department: Corporate Services

Reports to: Managing Director, GM Guest Experience, GM Zoo Operations

Full-time

Part-time

Organisational Structure:



Position Purpose:

The Business Support Manager role provides high quality support to the business, including operational requirements, IT support and corporate finance support.

The Business Support Manager is responsible for ensuring the integrity of the Zoo's financial management and People and Culture systems, and for regular reporting and analysis to the Managing Director and Executive team, including providing advice to the Director on strategic People and Culture projects. The Operations Manager is accountable for providing financial data aligned to the Zoo's Business Plan.

As with all Zoo employees' other duties may occasionally be required to enable the Zoo to deliver high quality outcomes and achieve the Zoo's strategic goals

Important Functional Relationships:

External

- Contractors and service providers
- Auditors
- HR service providers
- IT service providers
- Accountant & Business Advisor

Internal

- Managing Director
- Business owner
- Zoodoo staff
- General Manager – Guest Experience
- General Manager – Zoo Operations

Key Result Areas:

The position of the Operations Manager encompasses the following functions or Key Result Areas:

- Strategic Leadership
- Business and Financial Analysis
- Financial Management
- Teamwork and Relationship Management
- Legislative Compliance
- People and Culture
- People Leadership and Coaching
- Health, Safety, and Sustainability

The requirements in the above Key Result Areas are broadly identified below.

Essential Duties & Responsibilities:

The requirements of the Key Result Areas are broadly identified as follows:

Strategic Leadership

- Provide key support to the Director across Operational Services and assist with the implementation and realisation of vision, strategy and business plans.
- Provide input to ensure the operational portfolio aligns with the zoo strategic direction.
- Provide expert advice to the Director relating to the position portfolio on factors influencing the Zoo's achievement of medium and long-term strategic business goals.
- Through the zoo Strategic Management Team (SMT), contribute to development and realisation of the zoo's business plan.
- Deliver business strategy objectives as defined by the Managing Director.
- Develop and implement quality improvements to policy, procedures, systems and practices.

- Promote and support the work of the zoo through funding, engagement and understanding of the critical projects important to the zoo.

Business and Financial Analysis

- Effectively integrate the finance function across the Zoo through the provision of high quality, value-adding services, and performance advice to all business areas.
- Collaborate with the SMT to identify and analyze business outcomes as required.
- Ensure Budget and forecast analysis meets the financial costs, benefits and objectives attributed to them.
- Work with SMT to ensure accurate financial information forms an integral part of their decision making.
- Proactively identify business and financial issues and risks to SMT.
- Provide accurate, timely and reliable financial analysis and technical advice to SMT.
- Regularly review processes and policies for improvements and efficiencies.
- Other financial related activities as required by the Director.

Financial Management

- Accountable for ensuring the preparation of monthly, quarterly, and annual reports including analysis of the actual results and review of forecasts.
- Responsible for regular reporting of the financial results to the SMT.
- Ensure internal reports and external reports are produced to the required standard within pre-agreed or statutory timeframes.
- Ensure that financial policies, standards, and guidelines comply with current law.
- Act as the key point of contact for auditors during year end audit processes.
- Lead the annual budget process to ensure reliable operating and capital expenditure budgets are developed within pre-arranged timeframes in accordance with sound financial principles and practices.
- Develop, update, and improve the financial information systems, policies, and processes.
- Understand and advise on cash flow management.
- Take part in regular financial reviews and undertake reviews using historical data and develop projections.
- Review the Zoo's balance sheet by ensuring that all reconciliations are performed in a timely manner and appropriate corrective action taken.
- Oversee and co-ordinate all cash management processes.

Teamwork and Relationship Management

- Develop and maintain effective working relationships and networks within the Zoo to ensure operational activities are conducted in accordance with policies and guidelines.
- Build and maintain effective and professional relationships with Zoo staff in order to contribute to the achievement of the Zoo's goals.
- Establish and maintain effective and co-operative external relationships with key stakeholders, partners and customers maintaining a positive community profile for the Zoo.

Legislative Compliance

- Ensure the Zoo is compliant across all legislation appropriate to the operation of the portfolio.

People and Culture

- Liaise with external providers to deliver high quality Human Resources advice to the SMT
- Participate in the SMT when presenting a new project or initiative.
- Ensuring Human Resources policies, guidelines and standards are reviewed, updated and communicated as required.
- Monitor Human Resources elements of compliance and risk.
- Maintain up to date knowledge of Human Resources best practice methodologies and keep abreast of changes that are relevant to the Zoo.
- Liaise with external providers on People and Culture related projects and initiatives.
- Providing advice to the SMT for strategic People and Culture projects.
- Evaluate and ongoing enhancement of People and Culture policies.
- Report on People and Culture metrics.

People Leadership and Coaching

- Work with other members of the Zoo team to develop informed thinking and capabilities.

Health, Safety, and Sustainability

- Ensure that health and safety policies, practices and performance of the organisation are monitored and periodically reviewed.
- Ensure a risk-based approach is adopted for the management of health and safety and all reported incidents are fully investigated and preventative measures implemented.
- Ensure health and safety is a regular agenda item and discussed at all staff meetings.
- Ensure responsibilities for health and safety are assigned, executed, and included in performance reviews.
- Commitment to and delivery of the Zoo's sustainability strategy and initiatives.

Driving a culture committed to the health, safety, and sustainability.

Person Specification:

Knowledge and Experience

- Strong financial background, including an understanding of profit and loss, balance sheet and cash flow management, and general finance and budgeting.
- Management of core financial processes including AR, AP and payroll using Xero.
- Experience working in commercial sector and or private business/companies.
- 5+ years of experience successfully managing a complex enterprise's human resources, finances, operations, or strategies.
- Proficient ability to manage complex budgets and forecasts.
- Management of all budgeting and forecasting requirements.
- Supporting business decisions by providing financial analysis and reporting.
- Oversight of HR compliance & IT system functionality with support of external advisers.
- Proactive in development of new systems and procedures.
- Excellent customer relationship skills (both internal and external).
- Demonstrated time management skills and task prioritisation to meet deadlines.
- Demonstrated ability to build and maintain effective internal and external working relationships and deliver high quality customer service.

- Effectively manage competing demands and maintain a high level of accuracy and professionalism.

Key Job Competencies & Attributes:

- Decision making and problem solving – identify hidden problems, probe all relevant sources for answers, use rigorous analysis, logic and evidence-based methods to solve difficult problems with effective solutions.
- Excellent verbal and written communication skills.
- High degree of integrity and discretion dealing with sensitive and/or confidential information.
- Proficient ethical leadership abilities
- Time management
- Planning and organization
- Relationship management
- Results driven with a commitment to personal and organisational growth and improvement.
- Ability to work under pressure, plan personal workload effectively, and delegate.
- Ability to inspire confidence and trust.

Print Employee Name:

Employee signature:

Date: