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| **Position Title** | **National Business Manager**  | **Department** | **Language Services** |
| **Reports to**  | **General Manager, Advancing Services** | **Effective date** | **August 2021** |
| **Responsible for** | **Manager, Language Services****Team Leader, Video Productions** | **Location** | **Primary working location e.g. Expression Head Office**  |

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| **Organisation Overview** | Expression Australia (formerly Vicdeaf & Tasdeaf) connects people to the life they want to lead - through ensuring better access, inclusion and equal opportunity.  Expression Australia is an iconic and progressive community organisation, a rapidly evolving commercially oriented business and leader in providing services to people who are Deaf, hard of hearing or who experience barriers to participation. We strive to be a bi-lingual, bi-cultural organisation that respects both languages – Auslan and English - equally and celebrates the rich heritage and cultural diversity of the Deaf community and individuals.  Expression Australia's vision and mission empower people to achieve better economic, cultural, social and civic participation in the community. |

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| **Role Overview** | The National Business Manager – Language Services is responsible for the strategic evolution and organisational development of the language services area (interpreting, video productions, translation, captioning and notetaking). This role manages the current business, identifies new opportunities, revolutionises our systems to support these areas and drives performance within the teams. Our language services are identified as a major support to our communities’ inclusion and accessibility and demand in this area creates an intense workflow. Language Services provide critical information and access, often in vulnerable situations such as public emergency and where individuals intersect with the health, legal and justice systems. This role is instrumental in executing and optimising quality delivery, managing and maintaining our workforce, strategic partnerships and championing of our bilingual, bicultural culture for our clients broad ranging needs. |

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| **Job Specific Responsibilities***Key performance indicators will be clearly defined through the performance planning process.* |
| **Contribute to the achievement of Expression Australia’s strategic objectives**  | * Advance Expression Australia strategic plan and its vision through executing the organisation’s strategic priorities.
* Model behaviours that are consistent with the mission and beliefs of the strategic plan.
* Model behaviours that reflect our values.
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| **OHS & Quality Compliance** | * Take reasonable care for their own health and safety, and health and safety of others
* Adhere to OHS guidelines
* Adhere to the organisation’s Quality framework
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| **Financial management**  | * Full responsibility for department budget and finances to ensure achievements against annual organisational budget.
* Develop operational business plans to achieve performance indicators.
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| **Business growth and development** | * Manage and oversee the language services functions nationally.
* Monitor and evaluate performance of language services and undertake analysis to optimise performance through innovative solutions.
* Determine supports, systems and structure required to best support the wider business growth and organisational objectives.
* Review current service offerings of language services and establish methods and strategies to evaluate service requirements of current and emerging needs.
* Develop a national growth strategy to expand our language services based on data and client needs.
* Look for business development opportunities within technology, to provide real time access for our clients and community.
* Ensure a high level customer focus and engagement, through all touchpoints and ensure we maintain a high net promoter score.
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| **Stakeholder Management** | * Work collaboratively with the General Manager – Advancing Services and other enterprise services such as marketing to promote our services and our offerings (skilled employees) to increase our reach.
* Develop and establish national stakeholder partnerships, including media relationships to increase access and inclusion for clients.
* Prioritise workforce engagement as a critical pillar to service delivery success. Explore and establish innovative ways to develop, engage and build loyalty to the service.
* Understand and connect to the Deaf community, to understand a service model that meets the needs of individual consumers, with a particular focus on NDIS participants.
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| **People Management** | * Motivate, coach and drive the team to increase engagement and achieve objectives.
* Create a culture of constant feedback within the team to assist with continuous improvement and innovation.
* Ensure Performance and Development Plans are being implemented and achieved, fostering an ongoing learning and client outcome, results driven environment.
* Develop a workforce strategy that includes short term and long term supply and demand issues and seeks to maintain a suitably trained and engaged workforce.
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| **Values** |
| **Respectful** | Behaving ethically appropriate, respectful of culture, history and community and providing person centred services to clients and others | **Diversity** | Showing respect for diverse backgrounds and experiences |
| **Adaptive/Resilience** | Demonstrating and developing individual coping strategies | **Progressive** | Innovating and looking at ways to improve the lives of our clients and communities |
| **Inclusive** | Working effectively and engaging with others to achieve a common goal |  |  |

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| **Knowledge, Skills & Experience** |
| **Essential*** Demonstrated management and leadership experience, able to drive teams to meet performance objectives and deliver exceptional customer service, both internally and externally.
* Evidence of driving a highly demanding call centre, which manages end to end customer service experience.
* High level problem-solving skills and have a solutions focused attitude.
* Ability to think creatively and develop innovative solutions for business development strategies.
* Demonstrated experience building relationships with various internal and external relationships.
* Highly collaborative approach, partnering skills and the ability to gain support and cooperation from others, holding shared ownership and visibility.
* Demonstrated knowledge of the funding structures of NDIS and client centered approach.
* Financial acumen, able to make sound business and financial decisions that will impact on revenue generation.
* Strong influencing and negotiation skills with the ability to reach shared goals and outcomes.

**Desirable*** Auslan
* Knowledge of the Deaf community, human service organisations and a strength based approach.
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| **Education / Qualifications / Certifications/ Memberships** |
| * Tertiary qualifications in business related field.
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| **Travel Requirements** |
| * Infrequent
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| **I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed annually to maintain its relevancy and meets organisational objectives.** |
| **Employee signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |