



Position Title: Operational Support Manager	Entity: ILA
Reports to: Director Assessment Portfolio	No of Direct Reports: up to 10
Industrial Instrument / Job Level: Choose an item. CLC	Primary Location: East Perth
Position Requirements	
<p>Primary Purpose</p> <p>The Operational Support Manager (SAS Team) is responsible for leading the planning, coordination and optimisation of core business operations that enable efficient, consistent and high-quality delivery of aged care assessment services. The role provides operational leadership across scheduling, workflow coordination, and performance monitoring, ensuring systems, processes and workforce capability are aligned to meet contractual, organisational and customer outcomes. It plays a key role in strengthening operational performance, driving continuous improvement and supporting data informed decision making across the assessment portfolio.</p>	
<p>Key Accountabilities/Responsibilities</p> <p><u>Health Safety Wellbeing & Environment</u></p> <ul style="list-style-type: none"> • Demonstrate leadership in, role model and comply with all health, safety and hygiene policies, systems, and OH&S legislation to maintain an appropriate working environment • Ensure all incidents, accidents, injuries, hazards or property damage are reported and managed. Identify and implement safety improvements working collaboratively with the Work Health and Safety program. • Contribute to developing and nurturing a culture that supports wellbeing. <p><u>Functional / Operational</u></p> <ul style="list-style-type: none"> • Lead the core SAS operational functions (eg intake, scheduling, coordination, and customer service) to ensure efficient, responsive and well-coordinated operations. • Collaborate closely with SAS leadership team to ensure delivery aligns with operational plans, KPIs, contractual requirements and organisational priorities. • Monitor and report on service performance, identify risks or pressure points, and implement timely corrective actions. • Improve systems, processes and ways of working to strengthen efficiency, customer experience and service consistency. • Develop and maintain operational reporting frameworks to track activity, demand, workforce utilisation and performance trends. • Analyse service and operational data to identify risks, trends and improvement opportunities, and provide regular insights to support planning and decision-making. • Ensure data integrity, operational processes, documentation and records are maintained in line with organisational, contractual and compliance requirements. • Promote and ensure consistent, high-quality customer-centred experience throughout the intake and booking process. • Develop, implement and maintain policies, procedures and work instructions that support service standards, quality assurance, compliance and continuous improvement. • Contribute as an active member of the leadership team, supporting service planning, resource management and continuous improvement. <p><u>Strategic</u></p>	

- Contribute to organisational strategy, business planning and decision-making in alignment with iLA’s vision, values and service priorities.
- Identify and respond to emerging issues, risks and opportunities that support sustainable performance and continuous improvement.
- Identify and implement service and operational improvements, including automation or system enhancements where appropriate
- Support the embedding or continuous improvement practices and a culture of innovation within the SAS team.
- Lead and support change initiatives within the function to improve service efficiency, effectiveness and business outcomes.
- Champion the use of technology, data and emerging tools, including AI, to improve efficiency, insight and ways of working.

People & Culture

- Work collaboratively across the organisation to build strong relationships and contribute to integrated business outcomes.
- Lead, manage, and develop team capability, performance and accountability of team objectives through coaching, planning and effective workforce management.
- Manage rostering, leave planning and workforce utilisation to maintain appropriate coverage and efficient deployment of resources.
- Foster a positive, inclusive and change-ready team culture that encourages collaboration, innovation and continuous improvement.
- Monitor performance and support learning and development to build capability and meet current and future business needs.
- Manage workforce resources to maintain appropriate coverage within approved budget parameters.

Budgeting & Administration

- Monitor performance against budget, activity and operational targets, and contribute to actions that support financial sustainability.
- Contribute to annual business planning, budgeting and forecasting for areas of responsibility.
- Manage resources within approved budget parameters to support efficient and effective operations.
- Ensure administrative and operational processes are maintained in line with organisational policies, procedures and compliance requirements.
- Manage the administrative tasks that support assessment services, including coordination of reporting, documentation and workflow requirements.
- Maintain accurate, accessible documentation and records in the required systems and locations.

Key Performance Indicators & Measures

Indicators of effective performance in the position. KPI’s are to be SMART goals. They are identified in the PDR to be specific to the individual, teams and the position at a specified point in time.

Key positions or groups with whom the individual will interact to perform the work of the position.

<u>Internal</u>	<u>External</u>
<ul style="list-style-type: none"> • Directors / Board Members • Executive team • Leadership team • All other teams in the organisation 	<ul style="list-style-type: none"> • Assessment service client and families • Other assessment organisations • Residential facilities • Community support services

Key Competencies/Behaviours

Behavioural competencies or ‘behaviours’ are effectively attributes we display as we carry out our work, and ‘how’. Below identifies **KEY** competencies (6-12 key to the role) integral to the success of this position and the

organisation. For this job classification level key competencies critical for success will primarily be in Strategic & Leadership Behaviours.

<p><u>Strategic Behaviours</u></p> <p><input checked="" type="checkbox"/>Aligning Performance for Success <input checked="" type="checkbox"/>Leading through Vision & Values</p>	<p><u>Leadership Behaviours</u></p> <p><input checked="" type="checkbox"/>Leading the Team – people centric <input checked="" type="checkbox"/>Coaching/developing others <input checked="" type="checkbox"/>Information Monitoring <input checked="" type="checkbox"/>Managing Conflict <input checked="" type="checkbox"/>Digital capability <input checked="" type="checkbox"/>Business Acumen <input checked="" type="checkbox"/>Growth mindset <input checked="" type="checkbox"/>Agile Approach</p>	<p><u>Operational Behaviours</u></p> <p><input checked="" type="checkbox"/>Communication <input checked="" type="checkbox"/>Client Liaison <input checked="" type="checkbox"/>Energy <input checked="" type="checkbox"/>Legislative & Industry Standards <input checked="" type="checkbox"/>Organisation & Self-Management <input checked="" type="checkbox"/>Quality & Work Standards <input checked="" type="checkbox"/>Results Focused</p>
Work related requirements		
<p>Knowledge & Skills (Social, Personal & Technical) & Equipment</p> <ul style="list-style-type: none"> • Demonstrated knowledge of customer service operations, intake and scheduling functions, ideally within the aged care, health or community services sector. • Strong people leadership skills, including coaching, performance management, workforce planning and capability development. • Well-developed reporting, analytical and problem-solving skills, with the ability to interpret operational data and use insights to support planning and decision-making. • Demonstrated ability to improve systems, processes and ways of working, including effective use of digital tools and technology to drive efficiency and continuous improvement. • Strong stakeholder engagement, communication and relationship management skills, with the ability to work collaboratively across teams and with external contacts. • Sound understanding of compliance, documentation and record-keeping requirements relevant to operational and administrative functions. • Strong organisational skills, sound judgement and the ability to manage competing priorities and meet deadlines in a fast-paced environment. • High attention to detail, adaptability and commitment to quality, customer experience and continuous improvement. 		
<p>The Work Experience</p> <ul style="list-style-type: none"> • 5 + years’ experience in a customer service, intake, scheduling or operational leadership role, ideally within aged care, health, community services • Demonstrated experience leading and developing teams, including performance management, workforce planning and day-to-day operational oversight. • Experience using reporting and operational data to monitor performance, identify trends and support planning and decision-making. • Experience improving systems, processes and ways of working to increase efficiency, service consistency and customer experience. • Experience working collaboratively with internal and external stakeholders in a complex service delivery environment. 		
Qualifications, Registrations, Clearances & Certifications		
<ul style="list-style-type: none"> • Qualification in business, management, health administration, community services or a related discipline; or significant relevant experience in a similar operational leadership role. • NDIS Worker Screener Check 		

<p>Extent of Authority</p> <p>Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.</p>
<p>Prepared & Approved By: Sarah Easton – Director – Assessment Services Date Reviewed/Modified: 13/05/2026 *All PDs should be sent to P&C for approval and uploading to SharePoint</p>
<p>Related Documents: PD Work Instructions, Key Behaviours Guide</p>
<p>Risk Assessed Role (NDIS Worker Screening Check) Yes Required A) Key personnel role of a person or entity Date the role was assessed: 1/02/2022 Assessed By: Lisa Karabin, People & Culture Manager</p>