



Information Pack for applicants for the position of Business Manager

August 2022

1. **POSITION**

Business Manager

2. **TERM**

Permanent full-time employment – Monday – Friday

3. **PURPOSE OF POSITION**

The primary purpose of the Business Manager (**BM**) is to oversee the business operations of the Parish.

4. **ORGANISATIONAL CONTEXT**

Established in 1895, Our Lady of Dolours Catholic Parish, Chatswood is one of 26 parishes within the Catholic Diocese of Broken Bay. It is the largest and most multicultural parish in the Diocese. It covers the geographical areas of Chatswood, Roseville Chase, Castle Cove and parts of Chatswood West, Artarmon and Middle Cove. Our Lady of Dolours church and the Parish Office is located in the centre of Chatswood and shares its precinct with the Parish school, Our Lady of Dolours Catholic Primary School, Mercy College and St Pius X College. Everyday over 2,000 students come to the precinct with the Church being the point of intersection between all three schools and a regional hub for the multicultural, growing context which is Chatswood. Chatswood Parish is embarking on a journey to Church in the City. The Parish Priest has consulted widely and is now seeking a Business Manager to work with him as he:

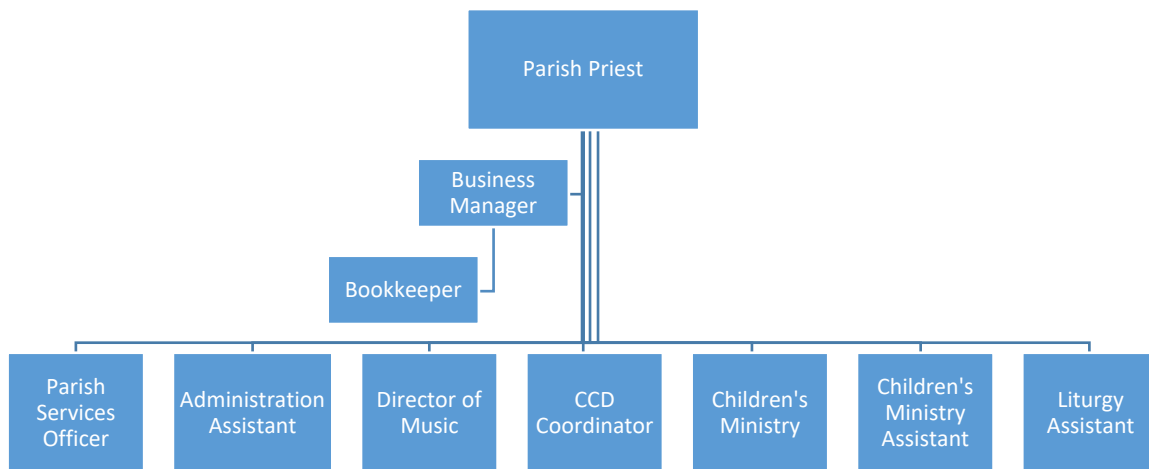
- Delivers a clear mission and vision for the future;
- Creates a Parish strategic plan and priorities;
- Maximises strengths;
- Renews church buildings and space; and
- Consider how the Parish might redevelop its entire precinct.

The role of the Business Manager is to work with the Parish Priest and the parish team in overseeing the business operations of the parish and in particular to have responsibility for oversight of finances, financial reporting and administration of commercial leases, office administration, overseeing the parish ICT provider and ICT capex, facilities management including oversight of maintenance contracts and insurance policies, special projects including overseeing various capex projects, team supervision including oversight of the parish team in the absence of the parish priest and stakeholder management.

This position is located in the Parish Office at **94 Archer Street, Chatswood** and reports to the Parish Priest. The Parish Office comprises a group of talented individuals who work together as a team to further the mission of the Parish.

The following organisational chart depicts the reporting lines for the Parish and where this position sits with those reporting lines.

ORGANISATIONAL CHART



5. SELECTION CRITERION

Each applicant's suitability for the position will be assessed against the ability of that applicant to meet the following criteria:

1. Tertiary qualifications in accounting, business administration or a related field;
2. An understanding of the Catholic Church and the nuances of working for a faith based organisation;
3. Advanced knowledge and experience in providing commercial advice and successfully supporting growth, driving cost efficiencies, promoting revenue growth and optimising the sustainability;
4. High level skills in financial and accounting procedures including management accounting, management reporting and report analysis, budget preparation and monitoring, financial processes and procedures, preparation of BAS, ACNC reporting and annual budgets;
5. Previous experience supporting a board or management committee including preparation of papers, minutes, agendas, report preparation and monitoring of action items arising from meetings;
6. Ability to administer and monitor external ICT providers including ensuring business continuity of business-critical application, data security, permissions and provision for ICT capital expenditure;
7. Ability to oversee the management of parish facilities including asset management cycles, 5-year maintenance budget forecasting, administration of insurance policies, WHS obligations, and trade and contractor supervision;
8. Previous experience in the administration of basic commercial leases;
9. Ability to manage and oversee special projects such as renovations and refurbishment;

10. Previous experience in supervising an office or administration team including bookkeeping and administration personnel;
11. Well-developed oral and written communication skills and proven previous experience in complex stakeholder management;
12. High level computer skills including in MYOB and Microsoft Office Suite applications and proficiency in other contemporary computer applications including online video conferencing applications such as Zoom or Microsoft Teams.

6. **HOW TO APPLY**

Applicants should forward a cover letter, CV and statement which addressed how they meet each of the above essential criteria to recruitment@bbcatholic.org.au **before the closing date.**

7. **CLOSING DATE**

Applicants should submit their application by **4:00pm, Friday, 11 November 2022.**

8. **POSITION DESCRIPTION**

The position description for the Business Manager role is attached to this document:

Position Description

Business Manager, Parish of Chatswood

Reporting to: Parish Priest/Administrator (**Parish Priest**)

The Position: The primary purpose of the Business Manager (**BM**) is to provide financial and business administration support to Our Lady of Dolours Catholic Parish, Chatswood (Parish).

To achieve this, the BM provides financial, administrative, ICT, facilities, special projects, team supervision, stakeholder management and compliance services.

The BM is to work effectively and collaboratively alongside the Parish Priest in serving the mission of the Parish.

Direct Reports Bookkeeper

Responsibilities: The Business Manager is accountable to the Parish Priest for the following:

Finance

- Ensure that all Parish finances are conducted in accordance with the Diocesan Stewardship Manual;
- Provide commercial advice and support to maximise opportunities for Parish growth and renewal, drive cost efficiencies, promote revenue growth and optimise the sustainability of the Parish;
- Prepare financial reports, including the quarterly Business Activity Statement, and annual budgets for the Parish Priest and Parish Finance Committee (PFC) and St Peter and St Paul Fund (SPSPF);
- Analyse information from various sources to develop and present detailed insights into the parish's financial performance – identifying opportunities for improvement and enhancing decision-making;
- Monitor budget performance and report variances on a monthly basis;
- Act as the Executive Officer for the PFC, the Giving Team subcommittee, and the SPSPF ;
- Administer commercial leases on behalf of the Trustees with FreshHope Care and Catholic HealthCare;
- Administer Parish investments in accord with Parish Investment Policy and strategy;
- Ensure receipt of invoices and timely payment of the same;
- Act as a substitute signatory agent for financial transactions as expressly authorised on:
 - cheques;
 - CDF authorisations;

- Oversee the entering of parishioner donations on PACS, including entering Planned Giving and Pastoral Works Fund donations (PWF);
- Oversee Planned Giving processes including monies received as Stole Fees, and other occasional contributions to the Parish; including, but not limited to,
 - Planned giving pledge forms
 - Regular parishioner gratitude letters
 - Annual Planned Giving Appeal
 - Publication of Parishioner Contribution Financial Statements
- Oversee processes related to weekly parish collection counters;
- Oversee the annual schedule of financial appeals and the processes related to them, including but not limited to:
 - Project Compassion
 - Pastoral Works Fund (**PWF**)
 - St Peter's Pence
 - Homelessness Week
 - Parish specific projects in accord with Parish Fundraising Framework.
- Assisting appropriately in the preparation and release of the annual parish financial report to parishioners.

Administration

- Ensure parish records are properly stored, secured and disposed of at the appropriate time, as required by law, including confidential child-related records;
- Oversee the maintenance of parish information in hand-written registers as well as within the parish data system (PDS) and Parish Administration Communication System (PACS) ensuring that information is accurate and up to date;
- Annually review office procedures to ensure efficiency, effectiveness, accuracy and security;
- Provide oversight and coordination of security, key access, room bookings, regularly reviewing procedures for key distribution, key collection and booking of parish Church and meeting rooms;
- Manage the risk register for parish operations;
- Monitor parish office and church supplies, with responsibility for ordering of supplies.

ICT

- Ensure the parish has contemporary and compliant ICT capabilities that operate within budget and effectively enables parish business processes and are scalable to accommodate parish growth;

- Administer the parish ICT provider services agreement ensuring that the level of service meets agreed service level Key Performance Indicators (KPIs);
- Monitor ICT expense and ensure that provision is made in budget forecasts for ICT upgrades and general expenditure;
- Ensure that there is a plan in place that ensures business continuity of business-critical applications, enables business processes and securely stores data;
- Oversee ICT permissions for staff and ensure that ICT permission profiles are adequate for individual parish office roles, while maintaining security and confidentiality of digital information and records stored on the parish server.

Facilities

- In consultation with Chancery WHS & Facilities Officers:
 - regularly and proactively undertake inspections of parish facilities and properties for maintenance and safety, creating a program of works for maintenance, repair, cleaning and improvements;
 - provide advice and guidance on WHS obligations, providing WHS reports that inform, advice and promote improvements to health and safety issues;
- Negotiate, coordinate, and monitor maintenance contracts and provide advice to improve efficiency and reduce costs;
- Maintain the parish asset register;
- Administer parish insurance policies and ensure parish insurances are current and adequately meet the needs of the parish in the context of the operating model of the parish and the parish risk register;
- Induct tradespersons and contractors ensuring compliance with WHS obligations ensuring all contractors provide Certificates of Currency and insurance documentation;
- Maintain a database of all tradespersons, contractors and volunteers;
- Coordinate the up-keep and functionality of the church, parish meeting rooms, Harrington Hall, Kirk St Carpark and grounds including without limitation that they are well maintained, tidy and ready for use;
- Undertake processes related to the management of rubbish;
- Establish and maintain a high level of liaison and communication with regular users of parish facilities to ensure optimum delivery of services.

Special Projects

- Oversee special projects as they arise, including, but not limited to, the following capex projects:
 - Presbytery extension and renovation;
 - Refurbishment of the Parish Office;

- Refurbishment of Our Lady of Dolours Church;
- Provide advice and actively work with the Parish Priest and Chancery staff on preliminary matters pertaining to the redevelopment of the Chatswood Parish Precinct.

Parish Team

- Provide oversight and supervision of parish staff in the absence of the Parish Priest;
- Exercise direct responsibility for the role and supervision of Parish Bookkeeper;
- Work closely with the Parish Priest to foster a high performance, inspiring and fulfilling team environment with a clear structure for communication;
- Provide guidance and support for other parish personnel in relation to keeping track of, and structuring various tasks and responsibilities;
- Create effective, functional relationships with other parish personnel and influentially promote a positive organisational parish office culture that fosters and supports the mission of the Parish;
- Work collaboratively with members of the Parish Pastoral ministries, Parish Finance Committee, and Parish Office;
- Contribute to and promote a culture of safety and care for Children, Young People, and those that are more vulnerable;
- Annually review the Position Descriptions for parish employees and make any recommendations for modification to the Parish Priest;
- Oversee all matters related to Payroll, including but not limited to
 - Salary payments
 - Maintain records and reconcile employee leave entitlements ensuring that leave balances can be reconciled with employee leave records.
 - Superannuation
- Ensure that the Parish complies with Diocesan policies and procedures and that team members are trained in such policies and procedures;
- Ensure that the terms and conditions of all parish employees comply with the appropriate Awards or guidelines covering such employees.

Stakeholder Management

- Maintain effective relationships with parishioners, parish school/s, other parish and faith communities of the Diocese, as well as the Diocese (including clergy, agencies and employees of the Diocese, religious organisations, councils and committees);
- Work cooperatively with Chancery staff including those Chancery staff who provide support to the parish in the areas of human resources management, property, facilities management, audit, risk management and safeguarding;

- Liaise with Business Managers of Our Lady of Dolours Primary School, Mercy College, and Pius X College;
- Maintain strong working relationships with any affiliated organisations including without limitation those involved in the precinct redevelopment including without limitation Pius X College, Mercy College and Our Lady of Dolours Primary School.

Compliance

- Ensure the Australian Charities and Not for Profits Commission (ACNC) Annual Information Statement (AIS) is lodged on or before 31 December each year and that the ACNC is notified of any changes in details including without limitation responsible people, legal name, address for service within 60 days of the change;
- Ensure Parish workers and volunteers have been trained in and the Parish complies with the Diocesan Work, Health and Safety (WHS) policy and WHS legislation, attend WHS training, participate in an annual WHS audit and oversee the maintenance of WHS records and notifications;
- Regularly review Governance processes to ensure robust controls, practices, and security and ensure ethical decision making and accuracy in all reporting;
- Keep up to date with legislative, regulatory, and canonical developments that may impact the Parish.

Diocesan Support:

- Ensure responses to requests for support or assistance from the Chancery in any matters that come within the functions and skill set of the role are responded to with promptness, courtesy and diligence;
- Work collaboratively with other parishes, Chancery, agencies, clergy, employees and volunteers to further the mission of the Parish and the Bishop.

Attendance:

Attendance at various Committees, Advisory Panels and Diocesan training events as required from time to time by the Parish Priest.

Inter- Relationships:

The BM interacts with the following internal and external stakeholders:

- Parish Priest;
- Parish Clergy;
- Parish Finance Committee Members and Giving Team members;
- St Peter and St Paul Fund (SPSPF) Committee Members;
- Parish Office Team;
- Pius X College, Mercy College and Our Lady of Dolours Primary School and other organisations operating within the Chatswood Parish Precinct;
- Commercial tenants of the Trustees including FreshHope Care and Catholic Healthcare
- Parish Ministry Groups, volunteers, parishioners and visitors;
- Parish ICT providers;

- Contractors, trades and maintenance providers;
- Chancery personnel.

Knowledge, Experience & Qualifications:

It is desirable that the BM has the following knowledge, experience and qualifications:

Knowledge (Essential):

- A comprehensive knowledge of office administration processes and procedures;
- Advanced knowledge of finance and accounting procedures including management accounting, management reporting and report analysis;
- Excellent skills in Microsoft Office -especially Outlook, Excel, and Word – and proficient skills in other contemporary computer applications;
- Sound understanding of contemporary ICT office platforms and applications;
- Proficiency in all aspects of MYOB;
- Sound understanding of facilities management principles including asset maintenance cycles and 5-year maintenance budget forecasting;
- Excellent organisational skills and the ability to reprioritise and reorganise priorities;
- Excellent word processing, telephone and diary management skills;
- Well-developed oral and written communication skills;
- Analytical thinking and problem-solving skills;
- Ability to work autonomously and be responsible and accountable for own work and the work of the Parish Office team.

Knowledge (Desirable):

- An understanding of the Catholic Church, its mission and the sensitivities and nuances of dealing with various stakeholders;
- An understanding of parish communities;
- A working knowledge of the Diocese and ability to quickly become familiar with its policies and procedures;
- Project management experience.

Experience:

- Significant experience in management accounting and office administration;
- Experience as a team leader, coordinator, or similar supervision roles;
- Experience supporting committees or boards including agenda preparation, minute taking and other executive officer functions;
- Experience working with ICT providers and monitoring ICT provider performance;

- Experience administering commercial contracts including commercial leases, ICT and contractor agreements;
- Experience working with volunteers in a Christian environment;
- Experience working with minimal supervision while remaining a team player;
- Well-developed relational and rapport building skills.

Qualifications: Tertiary qualifications in accounting, business administration or a related field.

National Police History Check (**NPHC**)

Working with Children Check (**WWCC**)

Attributes: It is desirable that the BM has the following attributes:

- A personal commitment to Catholic teachings, faith, ethos, values and mission of the Catholic Church;
- Ability to manage the demands of the Parish Priest and parish community by anticipating their needs;
- Ability to act with tact and discretion, maintaining the highest level of confidentiality;
- Demonstrated commitment to service and a willingness to be accountable for performance;
- A strong sense of curiosity and passion for finding opportunities for innovation and growth;
- Strong skills in verbal communication and the ability to present to stakeholders in a clear and concise manner;
- Ability to perform under work pressure;
- Punctuality and sound time-management skills including the ability to multi-task and work quickly and efficiently;
- Well-developed organisational and problem-solving skills;
- Attention to detail, quality and accuracy;
- Ability to work collaboratively and consultatively across a wide spectrum of stakeholders;
- Values driven, honest, reliable and has integrity;
- Ability to be a team player;
- A personal sense of warmth and welcoming.

Performance Measures: The performance of the BM will be assessed having regard to:

- Successful outcomes of the major responsibilities of the role;
- Achievement of the agreed objectives of any work plans;
- Service levels and the level of satisfaction expressed by key stakeholders in respect of the individual performance of the BM and the collective performance of the Parish team.

Date created: 28 Aug 2022