

POSITION DESCRIPTION	
Position Title	Manager – Business Services
Reports to	Partner in Charge
Direct Reports	Accounting and Bookkeeping staff
General Description	To assist the Partners in building and managing a portfolio of clients, through the provision of high quality taxation and business advisory services. Management of the Business Services Team including achieving performance outcomes, job review, workflow management, staff administration and development.
Essential Qualifications, Experience, and attributes	<ul style="list-style-type: none"> • University degree in relevant accounting, business or commerce discipline. • Completed CA / CPA Program. • Minimum 5 years post degree experience, preferably within an Australian Chartered Firm environment.
Task Responsibilities	
Technical Functions within the role	<ul style="list-style-type: none"> • The role will include all facets of accounting, taxation and business advisory services to clients including tax planning, budgeting, cash flow forecasting, financial reporting and analysis, financial statements and strategies • Ensuring all work is delivered by the team to a high standard and all client expectations are met • Assist Partners in managing client relationships and providing & assisting with high level technical and advisory advice
Team Supervision / Management	<ul style="list-style-type: none"> • Actively support the Workflow Coordinator to direct team workflow to ensure timely and accurate completion of jobs • Periodically review the job book for staff with the Workflow Coordinator, to ensure all milestones, assignment notes and associated tabs are correctly updated • Manage appropriate job allocation to correct staff members • Regularly implement, co-ordinate, monitor and update team's Resource Plan • Review work of staff prior to Partner review (where appropriate) • Assist Partners with the implementation and promotion of the strategic goals of the Firm • Undertake line management responsibility for Business Services staff and actively support them to achieve their professional development goals

Team Supervision / Management	<ul style="list-style-type: none"> • Undertake formal performance management where performance issues are identified and assist staff to achieve their KPI's • Implement effective and efficient training tools to assist the team to learn technical and soft skills • Create a comfortable learning environment and encourage interaction from all levels • Proactively work with the Supervisors/Seniors to provide strong Leadership to the team and • Responsible for overall performance of the team including meeting relevant KPIs • Ensure adequate staffing to achieve KPIs including leave management and recruitment where required • Strive to maintain a working environment that encompasses the Firm's core values and creates a sense of working together as a Firm • Establish effective communication channels with the team Partners, within the team generally and with other teams within the Firm
Business & Professional Development	<ul style="list-style-type: none"> • Develop the business through sourcing and building client base • Identify and capture new work • Identify opportunities for improvement of systems, frameworks, processes and change initiatives within Business Services • Actively market the Firm in the community through various relevant channels • Contribute when requested to Partner meetings/retreats/decisions.
Other Duties	<p>All other duties as required to ensure team outcomes are achieved. The duties specified above are therefore not to be regarded as either exclusive or exhaustive and may change from time to time following consultation.</p>
Key Performance Indicators	<p>Specific personal targets will be set and reviewed annually with your Partner in charge.</p> <p>In addition to this please refer to the POD KPI document.</p>

