

Job Description Form

Position Title: **Systems Manager**

Description of Role: The overseeing of the utilization and continual improvement of the Integrated Management System

Remuneration: - \$85,000
- 9.5 % superannuation

Experience Required: ▪ Minimum of 2 years in a technical service business
▪ Minimum of 2 years working in the SME environment

Skills Required: ▪ Essential - Microsoft Office
▪ Desirable – Report writing – ability to generate professional reports
▪ Communication – ability to liaise effectively with business owners, managers and staff concerning technical and process issues
▪ To plan, coordinate and motivate staff members to implement and follow set procedures
▪ To effectively problem solve process problems with relevant staff members
▪ To drive continuous improvement of processes

Attributes: ▪ Well organized and well presented
▪ Good time management skills
▪ Effective communicator
▪ Good empathic listener
▪ Supportive team member
▪ Proactive and shows initiative
▪ Is a 'systems thinker'
▪ Is positive and laughs at director's jokes

Reporting To: Managing Director

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Supervising: Internal Quality Auditors

Responsibilities: ***Planning:***

- To oversee the IMS development plan (tracking the development of each of the process charts from 1st draft, 2nd draft to implementation)
- Develop an Auditing schedule and conduct audits as per the schedule

Meetings:

- Conduct the monthly IMS meeting to identify the appropriate priorities for procedure development, motivate and assist with implementation and to review improvement opportunities
- Prepare and meet with individual staff members to develop procedures, problem solve/improve existing procedures

Continuous Improvement:

- To proactively review and improve processes and practices of the business

Management Team:

- To contribute and assist management team colleagues to coordinate cross functional activities
- To share with team members ideas and concerns to improve the performance of the business

Professional Development:

- To undertake courses and coaching to continue to learn about 'systems thinking' and its application to an Integrated Management System

Performance Measures / KPIs:

- Own individual performance
- Client (external and internal) Satisfaction
- Teamwork with management colleagues
- Improvement ideas and suggestions
- Successful change initiatives