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| Position Title | **Team Manager, Policy & Service Delivery** |
| Job Group | JG 6 |
| Division | **Clients** |
|  | Achieve efficient, just and cost-effective injury recovery and independence outcomes for those injured in transport accidents. This division and its outcomes have a fundamental and direct impact on the performance of the TAC as a whole in the areas of client outcomes, return to work, scheme participation, financial scheme performance, common law resolution, legal, and client experience.  |
| Group | Provider Markets & Commercial |
| Branch | Policy, Service Delivery & Clinical Advisory |
| Location | Geelong |
| Reports To | Senior Manager, Policy, Service Delivery & Clinical Advisory |
| No. of Direct Reports | 5-7 |
| Working with Children Check Required? | Yes |
| Financial Delegation | Nil |

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| Job Purpose |
| This position is accountable for providing leadership in the identification, prioritisation, governance and effective delivery of the portfolio of policy and continuous improvement initiatives delivered by the Policy & service delivery teams. Working in collaboration with other areas of the TAC is key to drive, support, improve and ensure access to services provided to TAC clients. The role therefore requires strong project, strategy and program management expertise. As a team leader this role is responsible for the effective leadership, development and management of a high performing team of employees to meet operational targets and branch objectives. Utilising strong people management experience, this role will lead through change, coach for performance and ensure the achievement of targets aligned with the TAC Strategy. Operating with a commercial mindset, the role will establish a culture of continuous improvement, encouraging identification of best practice across sectors and sharing these insights to inform Sectors Provider management, strategic initiatives, and championing their implementation. |
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| Key Role Accountabilities |
| **Leadership**Lead a team responsible for continuous improvement and service development initiatives and programs/projects that will be of specific measurable value and outcome focused to drive, support, improve and ensure access to services provided to TAC Clients. Ensure that staff maintain awareness of relevant contemporary public health and disability influences via environmental scansActively promote and observe the TAC’s values and guiding principles**Initiative Development**Work closely with the Sectors Partnership and Performance, and Clinical Advisory Services teams, and all other TAC Divisions to develop impactful and effective initiatives, to then transition proposed initiatives into executable business-as-usual work processes and proceduresDevelop and maintain effective communication and partnerships with all key enablersDevelop robust business cases to deliver strategic objectives which include:* + - * Clear alignment to the Corporate and Strategic Plan of the TAC
			* Clearly defined and specific measurable benefits
			* Financial Analysis with positive cost / benefit statements that demonstrate financial or outcome-based payback (where feasible)
			* Timeline with key milestones and deliverables
			* All options explored
			* Risk Analysis
			* Interdependency Analysis

**Project Delivery**Provide project directorship and program management expertise to the development and implementation of the aligned program of work to successfully achieve a specific measurable benefit in improving TAC client outcomesAccountable for ensuring Sectors Policy & Service Delivery Specialists’ achievement of project timelines, budgets and scope against the agreed branch work planDevelop and implement communication and engagement strategies with internal and external stakeholders (at an executive and senior management level) to inform, influence, integrate, input and achieve project outcome**Stakeholder Management**Develop, lead and maintain strong, collaborative working relationships with all stakeholdersManage critical business relationships with internal clients and partners Develop strategic external partnerships which enhance program of continuous improvement initiatives/projectsDevelop lead and maintain strong working relationships with external stakeholders including large scale public and private sector organisations as well as other government agencies where relevant to deliver on program of work |
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| Key Selection Criteria |
| Relevant Qualifications, Work Experience & Specialised KnowledgeProven capability in a team leadership role as well as experience in relationship managementStrong background in strategy development and developing strategically aligned change program portfolios to achieve business outcomesProven capability in high level stakeholder management, including influencing at an executive management levelSolid understanding of TAC or like industries core operations functions and organisation structuresProven ability to develop partnerships with both internal and external stakeholders and key enablersDemonstrated ability to professionally communicate in a written and verbal capacity with a variety of audiencesProject and Portfolio Management certifications (including but not limited to: PRINCE 2, PMBOK, COBIT) and/or equivalent experience would be well regardedExperience in Public Health Project and Program Management, including experience and knowledge in risk management, reporting, budgeting and change control principles (desirable) |
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| CapabilitiesAs well as the technical skills required for the role above, our TAC capabilities are our building blocks for success.**Courage** – Taking action or speaking up, despite uncertainty or opposition.**Accountability** – Taking accountability and seeing it through.**Adaptability** – Adapting to changing needs and conditions.**Curiosity** – Openness to new ideas and learning.**Systems thinking** – Seeing the whole beyond the parts.**Critical thinking** – Analysing issues to form judgements.**Empathy** – Connecting with the experience of others.**Collaboration** – Working together to achieve shared goals. |
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| Organisational Responsibilities |
| As per the Victorian Occupational Health and Safety Act 2004, TAC employees must take reasonable care for the health and safety of themselves and others, and not put others at risk by any act or omission. Employees must cooperate with the TAC about any action taken to meet OHS obligations, this includes; following safe work practices and reporting incidents and hazards. Employees must not intentionally or recklessly interfere with or misuse anything at the workplace to support health, safety and welfare.Uphold the TAC’s commitment to inclusion and diversity by role modelling inclusive and respectful behaviours, in line with the TAC’s values, capabilities and policies.Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work. |

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