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| **Employee #** |  |  |  |  |  |  |

**Job Description**

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| **Job Title** | **Nat. Mng – Contingent Labour** | **Site Name** |  |
| **Employee Name** |  | **Business Sector** | **Business Transformation** |
| **Responsible to** |  | **Work Level**  | **Above Unit** |
| **Purpose of the Role**The vision for the Role is to develop a high-performing internal Casual Pool that will significantly and systematically reduce the sites’ need for external Agency. Ultimately, we want to explore 3rd party profit centre options.The immediate project objectives remain the same:* Reduce Agency Usage
* Increase Casual Pool utilisation
* Reduce Casual Pool Employee TO
* Reduce workload for Sites and Central team to request and fulfill Contingent Labour
* Increase predictability for Demand (Tactical Workforce Planning)

Secondly, we will aim to expand the role to:* Improve Rostering practices by sites
* Reduce overall Labour Cost
* Investigate 3rd party Casual Pool model

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| **Role duties and requirements** |
| **Casual Pool Team:*** Develop and deliver a strategic recruitment and on-boarding process to attract and retain a suitably qualified team, of sufficient quantities to support business and client needs
* Initiate staff development processes to multi-skill candidates and identify talent opportunities
* Standardise and implement systems to track sub-standard behaviours, process site / employee feedback, and manage individuals accordingly
* Support Casual Pool Coordinators with further efficiency improvements to deliver a more people-focused service, and develop SOP’s – onboarding, on-going management, scheduling and supporting site leads

**Safety Culture:** * Upholds and champions our safety culture and performance.
* Ensures strict adherence to all safety protocols and procedures.

**Commercial / Financial:** * Contribute high quality analytics to sectors to drive down agency usage
* Responsible for P&L – ensuring favourable outcomes to align with budget
* Accurate monthly transfers to sites
* High quality processes to ensure accurate payment to casual employees, with on-going escalation for non-conformity at sites

**Talent Development:** * Develops talent and capability within the team.
* Fostering an environment of creativity, flair, and quality.

**Analytics:** * Develop tailored reporting for each sector, to allow operators and commercial teams to make informed decisions on contingent labour usage
* Maintain a strategic recruitment alignment to support major gaps and high usage
* On-going analysis of Agency use – trends, patterns and behaviours
* On-going analysis and action to ensure casual pool team members are optimised, and that availability hours are matched with offers

**Stakeholder Relationships:** * Builds and leverages effective stakeholder relationships to achieve business objectives.
 | **System Management:** * Streamlines and standardises the use of Shift Filling an Rostering Systems and Procedures.
* Ensuring consistency across all operations.

**Project and bid support*** Work in a professional and respectful way with other departments within the business to achieve targets together.
* Increase and focus of an upsell food offering to clients whenever opportunities present themselves

**Technology:*** Continuous improvement and development of the Emprevo platform
* Implement Emprevo to Deputy API to automate data transfer
* Ongoing relationship management with vendors to maintain visibility of available functionality

**Brand:** * Develop and implement brand standards and collateral
* Standardise communication processes for all correspondence types -to staff, to sites, to leaders and to the public domain

**General:*** Campaign within the sectors to build awareness and support of the casual pool
* Work with sector GM’s to promote usage and compliance to protocols
* Work with sector leads to develop tailored training pathways for employees
* Develop stand-alone business model to deliver Casual Pool as an agency in its own right

**Develop and update industry knowledge:*** Seek internal & external training opportunities appropriate for position as agreed within the Personal Development Plan
* Update skills, knowledge and qualifications and licenses to maintain a high level of competence within relevant areas

**Follow company policies and procedures** **Perform other duties within his / her capabilities as required by Manager or business.** |
| **Health and safety responsibilities** |
| **Follow Compass health, safety and security procedures:*** Adhere to health, safety and security procedures
* Ensure Personal Protective Equipment is worn where required
* Identify and report all hazards
* Maintain safe personal presentation standards
* Provide feedback on health safety and security
* Report all incidents *immediately*
* Ensure CGA FOOD SAFETY standards are followed

**Exhibit safety leadership:*** Promote safety awareness
* Assist sites in the event of safety breaches to resolve and create solutions
* Work with area HSEQ on solutions and audit requirements were necessary.

**Follow safe manual handling practices****Follow safe food handling procedures:*** Adhere to hygiene procedures
* Adhere to the site food safety plan
 | **Promote and maintain *Our Safety Culture* by:*** Encouraging the team
* Ensuring compliance
* Involving the team
* Promoting risk awareness

This will be achieved by personally demonstrating the  ***Management***behaviours detailed in the Compass Group Our Safety Culture Framework document and encouraging your reports to always carry out the *Everyone* behaviours. |
| **Skills and experience** |
| **Essential**  | **Desirable** |
| * 5+ years’ experience in a similar role supporting operations
* Bachelor or similar in Business, Enterprise Management
* Ability to work under pressure while maintaining a positive outlook and professional manner
* Extensive experience in the Contingent Labour industry
* A strong leader with ability to coach, mentor and inspire people from all cultures and motivations
* An eye for detail, quality, and presentation standards
* Strong analytical, problem-solving, decision making and presentation skills
* Strong interpersonal skills with multiple stakeholders (e.g., customers, owners, colleagues, suppliers, corporate) with ability to work and interface credibly with peers
* Excellent communication and personal skills well suited to building business relationships with existing and potential clients at a senior executive level.
* Effective influence, negotiation, conflict management, and consensus building skills
* Excellent project and change management skills
* Self-managed and motivated with the ability to adapt to a changing environment
* Confident in presenting solutions and continuous improvement initiatives to client representatives.
* Ability to understand and apply existing and potential technologies to support business performance outcomes
* Ability to work independently with general direction from leadership.
 | * A good understanding of operating a catering operation within strict budgetary constraints
* Experience and ability to lead and mentor teams
* Multi Sector Experience
* Bachelor or similar in Business, Enterprise Management
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| **Learning and development requirements** |
| * Behavioural observations
* Compass corporate orientation
* Incident reporting
* Job Safety and Environmental Analysis (JSEA)
* Managing hazards
 | * Food Safety for Supervisors
* OH&S for Safety Representatives
* Head Office Systems Training
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| **Award\* classification** |
| \*If an Enterprise Agreement applies, please consult your local HR Adviser for correct classification. |
| **Hospitality Industry General Award (HIG) 2010** |  |
| **Base Classification** |
| This role profile is a guide to the work you will initially be required to undertake. It may be changed from time to time to incorporate changing circumstances, and you may be required to be flexible and perform other duties as required by your manager. It does not form part of your contract of employment. |
| **Employee declaration** |
| **I have read and understood my position description:** |
| Signature: |  | Date: |  |  |  |