



POSITION DESCRIPTION

POSITION TITLE:	Site/Currency Centre Manager
REPORTS TO:	Regional Manager
LOCATION:	Armaguard Branch as advised

POSITION OVERVIEW

The position of Branch Manager is responsible for ensuring the timely and effective delivery of services to customers, from the branch.

This includes the allocation of all resources, including equipment, facilities and employees, as well as acting as the focal point for communication between Linfox, customers, unions, employees and contractors. The Branch Manager is also responsible for managing industrial relations / employee relations matters.

JOB DETAILS

- Coordinates the delivery of services to customers in a timely, effective and efficient manner.
- Ensures the timely delivery of billing and other operational data and reports through the various branch information and reporting systems, including Chequeguard, ATMRec, VMS, CHIP, Weekly Operating Report.
- Effective injury management, including coordination and management of return to work programs.
- Effective risk management through daily review of operations.
- Effective management of branch assets, including vehicles, processing equipment, and security equipment.
- Maintains the physical security of the branch, its people and assets through strict adherence to procedures and legislative requirements.
- Ensures compliance to internal audit requirements.
- Ensures adherence to Armaguard branch standard operating procedures, and security procedures.
- Ensures compliance to statutory, legislative and licensing requirements, including EO (Equal Opportunity), OH&S (Occupational Health & Safety), Security and Firearms.
- Develops and maintains relationships and contacts with major clients to enable service delivery objectives to be met.
- Ensures SLAs (Service Level Agreements), objectives and measures are met.
- Effective monitoring of customer feedback and resolution of issues and complaints.
- Effectively utilises equipment and facilities to ensure the most efficient and cost effective operation.
- Implements initiatives that ensure cost containment, maximize profit and meet budget and customer objectives.
- Ensures adequate levels of appropriately trained employees are available to effectively maintain customer service levels.
- Engenders a work environment free from discrimination, harassment and bullying.
- Engenders a teamwork approach for setting and achieving objectives, and problem resolution.

- Engenders open and honest communication, together with clear communication of business objectives and requirements.
- Monitors, implements, and supports initiatives and programs, to develop knowledge, skills, and competencies of branch employees.

QUALIFICATIONS AND EXPERIENCE

- Whilst tertiary qualifications in disciplines such as, Business Management, Commerce, Logistics, and Financial Services, are considered desirable, the following are qualities and experiences which are essential to the success of the role -
- Demonstrated leadership qualities.
- Strong communication and interpersonal skills.
- Ability to engender teamwork and work closely with branch managers to achieve shared outcomes.
- Understanding and application of change management, through demonstrated ability to effectively implement and manage change.
- Experience in the Cash in Transit, or related industry.
- Understanding of business information and reporting systems.
- Understanding and application of cost analysis and management, and financial and resource planning.
- Industrial relations / employee relations experience including negotiation, performance management, and communication skills.
- Customer service focus, experience and skills.
- Leading Others - Creates, communicates and contributes to a vision of the future, sets direction and inspires achievement and commitment from others.
- Developing Others – Improves skills and effectiveness through clear feedback, mentoring, coaching, the provision of development opportunities and identification of potential in others.
- Innovation and Change – Recognises and/or generates imaginative and creative solutions, challenges the status quo and identifies opportunities for improvement.
- Planning and Organising – Plans and schedules effectively and maintains effective controls and attention to detail to ensure timely delivery of outcomes.
- Customer Focus – Identifies and responds to customers' needs and ensures quality of service standards are met.
- Business Acumen - Understands business principles and practices and makes sound commercial decisions.
- Teamwork and Diversity – Works toward common goals in an open and collaborative and inclusive manner.
- Outcome Orientation – sets and meets challenging objectives, initiates action and commits to clear outcomes.

KEY COMPETENCIES

- Achievement of forecast financial plans, through Weekly Operating Reports and end of month actuals.

- Labour costs and direct costs are within budget.
- Asset utilization.
- Service delivery to customers, measured by performance against customer SLAs and internal benchmarks.
- Injury management and commitment to injury prevention and OH&S compliance, measured by LTIs (Lost Time Injuries) and reported incidents.
- Legislative and statutory compliance measured by Equal Opportunity/Workplace Bullying claims, firearms licensing breaches, Branch Audit Report.
- Employee relations measured by feedback from branch communications meetings with branch employees e.g. employee surveys.
- Jobs per hour.
- Cash processed per hour.