

## POSITION DESCRIPTION

### BUSINESS MANAGER

<b>Location:</b>	North Melbourne, Vic
<b>Directorate:</b>	Strategy
<b>Employment type:</b>	Full-time
<b>Position reports to:</b>	Strategy Director and Creative Director

### 1. ABOUT CORETEXT

Coretext provides communications and creative services to government, industry and the education sector, with a particular focus on communicating science, health, agriculture and technology. We use the latest strategy, communication and graphic design approaches to demonstrate the value of research, development and capacity-building to the economic, social and environmental sustainability of economies and communities. Our clients are predominantly based in Australia, although their work has global reach. Find out more on our [website](#).

- Vision:** To be integral to the global research and development community's efforts to create and share knowledge that promotes an equitable, sustainable, world
- Mission:** To be an agent for community cohesion by developing communications for the research and development sector that inform, empower and motivate people to be positive participants in a changing world.
- Values:** Accountability, Authenticity, Curiosity, Creativity, Integrity

### 2. POSITION SUMMARY

The Business Manager is a key leadership role at Coretext, responsible for ensuring the company operates smoothly and profitably. The position works closely with the Strategy Director and Creative Director and oversees systems, processes, and operational areas including human resources, finance, contract management, IT and facilities management. The Business Manager is tasked with staying abreast of industry trends and developing and implementing policies to improve productivity. Responsibilities also include managing financial operations, optimising costs, and maintaining positive relationships with clients, suppliers, and staff.

### 3. POSITION CONTEXT

The Business Manager is a leadership position at Coretext. The role works closely with the Strategy Director and Creative Director to ensure the smooth operation and profitability of the company. It is responsible for managing systems and processes and operational areas including human resources, finance, contract management, IT and facilities management.

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## 4. KEY RESPONSIBILITIES/OUTCOMES

### LEADERSHIP

#### External

- Stay abreast of, and support the company in adapting to, opportunities, challenges and trends in the communications and creative industry landscape.
- Maintain knowledge of contemporary business management practices, including the integration of AI, to inform operational planning, company policies and processes.
- Management of a small administration team.
- Build and foster positive, collaborative relationships with existing and potential clients and suppliers.

#### Internal

- Ensure the Coretext team is positioned to deliver a professional and responsive service, and lead the team to build on and improve service delivery.
- Manage the timely development and delivery of tenders and requests for quote, including resourcing recommendations.
- Manage staff in a manner that motivates and empowers each to realise their potential and deliver maximally to Coretext and its clients.
- Develop, implement and evaluate policies and processes to improve the productivity and performance of the company.
- Represent Coretext at relevant fora and events.

### RESOURCE MANAGEMENT

#### People

- Recruitment, contracting and onboarding of employees, subcontractors and freelancers
- Manage employee timesheets and leave requests
- Oversee the employee performance review process
- Address employee concerns and disciplinary issues in a fair and constructive manner
- Promote a positive company culture and role model the Coretext values

#### Financial

- Develop and manage the company's operating budget
- Monitor and control expenses to ensure profitability targets are met
- Analyse financial data and provide recommendations to improve financial performance
- Oversee invoicing, accounts receivable and accounts payable processes
- Identify opportunities to optimise costs and increase efficiency
- Provide financial reporting and forecasting to the Directors

### OPERATIONS MANAGEMENT

- Oversee day-to-day business operations and ensure efficient workflows
- Develop and monitor processes and practices to ensure compliance with relevant laws, regulations and industry standards
- Ensure client, subcontractor, employee and supplier agreements are negotiated, renewed/extended (where applicable), and issued promptly
- Manage and maintain office systems, including IT and phone systems in liaison with subcontractors.
- Negotiate commercial contracts and agreements with suppliers, including the office lease.

- Other duties, as required.

**RELATIONSHIP MANAGEMENT**

- Collaborate with existing and prospective clients to identify new business opportunities.
- Maintain positive and responsive relationships with clients, suppliers, subcontractors and staff
- Anticipate and/or identify client concerns and proactively address these, in conjunction with the directors as required.
- Contribute to the maintenance of Coretext’s CRM
- Work as part of the Coretext team

**5. SELECTION CRITERIA**

The following criteria must be met for consideration for this position:

**5.1 Essential**

- At least 4 years’ experience as a business manager or equivalent;
- Proven financial skills including payroll, audit preparation, P&L, balance sheets and BAS statements;
- Experience in personnel management including hiring, supervision, evaluation and entitlement administration;
- Experience in preparing tender responses;
- Demonstrated initiative, problem-solving, communication and prioritisation skills
- Excellent computer and technology skills; experience with Mac-based programs, spreadsheets, databases, and cloud-based software.

**5.2 Desirable**

- Sound working knowledge of Xero

**6. SPECIAL REQUIREMENTS**

- All Coretext employees are required to familiarise themselves with the organisation’s policies and procedures and adhere to them at all times.
- Unrestricted right to live and work in Australia.
- This position may need to be home-based during certain periods. As such a reliable internet connection will be required.
- Out of hours work will be required at some times.
- You may be required to travel to rural or remote locations within Australia or internationally.

**7. ACKNOWLEDGMENT**

Confirming this position description has been read and understood by:

Name:	
Signature:	
Date:	