

JOB DESCRIPTION

Support Services Manager

Purpose

The **Support Services Manager** is responsible for overseeing and coordinating the delivery of key administrative, logistical, and operational support functions that enable the smooth and efficient running of the organisation. This role ensures that all support services, including facilities management, procurement, fleet and asset management, security, and general administration, are delivered effectively, cost-efficiently, and in alignment with company policies and strategic objectives. This position plays a vital role in fostering a well-organised, safe, and productive work environment that supports business operations and enhances employee satisfaction.

Role Dimensions

- **Reports to:** Chief Transformation Officer
- **Department:** Transformation
- **Job Level:** M4
- **Location:** Head Office
- **Direct Reports:** 6

Person Specifications

- A bachelor's degree in Business Administration, Management, Commerce, or a related discipline.
- Minimum of 5–7 years of experience in administration, operations, or facilities management, with at least 2 years in a supervisory or managerial capacity.

Core Competencies

- Possesses an approachable demeanour, with a genuine commitment to maintaining a positive and supportive workplace culture.
- Demonstrates strong organisational abilities, capable of managing competing priorities while ensuring efficient and smooth operations.
- Good organisational and time management skills, with the ability to manage multiple priorities and meet deadlines.
- Strong stakeholder engagement and relationship management skills, both internally and externally.
- High level written and verbal communication skills, with the ability to communicate clearly, professionally, and with sensitivity in diverse settings.

- Proven experience in managing support functions such as procurement, logistics, fleet, property, and office administration.
- Experience in budget preparation, cost control, and vendor management.
- Familiarity with accounting systems and financial reconciliation processes is an advantage.
- Strong understanding of administrative systems, policies, and procedures.
- Proficient in Microsoft Office applications, particularly Word, Excel, and SharePoint.
- Working knowledge of occupational health and safety (OHS) and facilities management standards.

Leadership Competencies

- A proactive and solutions-oriented mindset with problem-solving abilities.
- High level of integrity, accountability, and confidentiality.

Role Specific Areas of Responsibility

Administration & Office Management	• Oversee general administrative functions, ensuring smooth day-to-day office operations. • Manage office facilities, maintenance, and logistics (e.g., vehicles, utilities, leases, equipment). • Supervise administrative staff and allocate resources effectively. • Develop and maintain administrative policies, procedures, and systems. • Manage document control, filing systems, and correspondence protocols.
Procurement & Asset Management	• Lead procurement processes in line with organisational policies. • Negotiate contracts and manage supplier/vendor relationships. • Maintain an up-to-date asset register and oversee asset tagging, transfers, and disposals. • Ensure transparent and cost-effective purchasing practices.
Logistics & Fleet Management	• Oversee company fleet operations, including vehicle allocation, maintenance, and fuel management. • Coordinate logistics for staff travel, accommodation, and official movements. • Develop fleet management policies and ensure compliance with safety and insurance requirements.

Security & Safety	• Manage security services for company premises and personnel. • Develop, implement, and monitor security and emergency response plans. • Ensure compliance with occupational health and safety (OHS) regulations. • Conduct regular risk assessments and security audits.
Facilities Management	• Ensure all facilities are operational, clean, safe, and well-maintained. • Oversee building maintenance, renovations, and space management. • Liaise with contractors and service providers for repairs, cleaning, and utilities. • Monitor environmental and sustainability initiatives where applicable.
Human Resources & Staff Support	• Support HR in onboarding logistics, workspace setup, and employee welfare programs. • Coordinate staff events, welfare initiatives, and team support activities. • Assist with administrative aspects of training, recruitment, and performance management.
Budgeting & Cost Control	• Develop and monitor the Support Services budget. • Track and report on operational expenditures. • Implement cost-saving and efficiency measures across support operations. • Support the accounts payable function, including reconciling accounts, processing a limited number of supplier invoices, and coordinating weekly supplier payments. • Oversee timesheet management and monthly payroll processing, ensuring all employees are paid accurately and in a timely manner.
Compliance & Reporting	• Ensure all support service functions comply with internal policies and external regulations. • Maintain accurate records and produce periodic management reports on administrative performance. • Support audits and implement recommendations related to support services.