



**NATIONAL TRUST OF AUSTRALIA (NSW)**  
**JOB DESCRIPTION**

**Title:** Business Manager BMS  
**Location:** NTC Observatory Hill  
**Reporting to:** Director BMS  
**Direct Reports:** Nil  
**Department:** Bushland Management Services (BMS)

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**POSITION SUMMARY**

The role is responsible for sourcing and submitting tenders in order to drive the profitability of the BMS division and generally providing support, both administratively and in the field to the Director BMS to ensure the smooth operation of the Department.

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**RESPONSIBILITIES AND ACCOUNTABILITIES**

The Business Manager is accountable for:

- Overall monitoring of the output of the BMS teams
- Liaison with staff, suppliers and clients to ensure compliance with WHS regulations, environmental regulations and quality control measures
- Tendering and quoting for potential clients in both the public and private sectors, including:
  - Analysing and responding to the requirements set out in the Request For Tender.
  - Developing a compelling proposal that meets the Tender requirements and ensures the Tender stands out from other bids
- Producing, in conjunction with the BMS Director, a flexible pricing structure that is competitive and profitable
- Supporting the BMS Director with management of the BMS Integrated Management System, including external audits
- Supporting the Regional managers in the use and application of Workflow Max and Formstak Software, including general audit of the systems
- Sourcing and ordering all general materials and supplies to ensure the most competitive prices are obtained
- Identifying and applying for new business opportunities, as appropriate and as directed
- Supporting BMS Director as required with day to day running of the division to ensure its smooth and efficient operation

**1. Tendering/Quoting**

The Business Manager is required to:

- Maintain a tender register
- Create and manage biannually, a Bill of Quantities spreadsheet to ensure currency of pricing by unit, service, Composite and Operational costing for all BMS supplies and services
- Research and monitor industry activity and ensure acquisition of bid opportunities
- Manage the flow of pre-qualification proposals and drive the bid-no-bid process
- Facilitate bid strategy meetings and allocate deliverables to team members

- Manage and monitor client clarification issues and requests, pre and post submission
- Produce high quality quotations with particular focus on accuracy and care that guarantees the best possible chance of securing a tender bid.
- Deliver quotations and tenders within given time frames.
- Actively seek and join additional tendering portals, pending approval by BMS Director
- Conduct site assessment and preparation of quotes for future works.
- Generate itemised Bill of Quantities in conjunction with quotes.
- Liaise with external contactors if required to complete bid specifications
- Maintain close liaison with Regional Managers regarding tenders and clients.

## **2. Tender Administration**

The Business Manager is responsible for:

- Organising and delivering handover meetings to Regional Managers, for bids won
- Designing/creating a feedback database for non-winning bids in order to improve tendering bid performance
- Organising accounts with preferred materials suppliers
- Tracking and management of submitted tender opportunities and initiation of a follow-up process during bid consideration
- Management and maintenance of a bid/tender document library, containing company information, policies and procedures, staff CV's and qualifications, WHS documents, project case studies and method statements
- Driving and championing continuous improvement throughout the bid lifecycle
- Ensuring all contractual documentation (eg project specifications, WH&S, & environmental information) are received and understood by Regional Managers
- Researching current and proposed legislation applicable to business activities

## **3. Office administration.**

- Stocktake, ordering, tracking and management of BMS resources and materials
- Support BMS Director through analysing financial, project, staffing, performance and profitability reporting generated from Workflow Max system
- Support BMS Director with onsite WHS audits
- Support BMS Director with managing and auditing (internal and external) of the Integrated Management System (IMS)
- Provide field support and training of BMS best practise bush regeneration techniques and services to ensure uniform delivery of projects
- Assist Regional Managers with BMS operational software including WFM, Formstack and tablet set up.
- Implement and maintain procedures/office administrative systems
- Manage and track office expenditure against BMS budget
- Assist National Trust marketing with managing/updating/approving BMS social media channels and content.
- Maintain currency with relevant legislation and update IMS legislation register as required
- Manage BMS utility vehicle and tools service calendar and schedule maintenance as required
- Manage BMS contractual CPI calendar and ensure request for CPI increases are submitted on time.

- Manage external Contactor Safety Management systems for all of BMS clients.

#### **4. Client liaison**

The Business Manager must:

- Build quality working relationships with clients and liaise with them regarding current and upcoming tender proposals.
- Support BMS Director to investigate new business opportunities through client networks.
- Audit customer feedback forms and liaise with BMS Director to discuss customer feedback.

#### **5. Other Duties**

The Business Manager will take direction from the BMS Director as required, in the pursuit of other duties.

#### **Key challenges**

Supporting the National Trust as a highly respected and recognised body for advocacy, conservation and educational body within the bush environment by:

- Providing support and direction to a large casual workforce.
- Assessing and delivering business opportunities to BMS through increased tender activity and new ventures
- Ensuring adequate training for BMS staff.
- Demonstrating technical abilities in the areas on natural area restoration to facilitate project delivery.
- Implementing policies and procedures for WH&S and staff employment issues in collaboration with HR.

#### **Essential Criteria, Qualifications and Experience**

- High level of computer systems and software literacy
- Excellent communicator
- High attention to detail
- Exceptional organisational skills
- Highly motivated
- Thrive in a busy environment
- Relevant TAFE qualification in Bush Regeneration or similar but must hold at least a Cert 3 in Conservation & Land Management
- Demonstrated thorough understanding of bushland management practices and procedures and a commitment to the preservation of the natural environment.
- Knowledge and understanding of relevant environmental legislation.
- Demonstrated strong verbal and written communication skills, with prior experience in preparing complex tenders.
- Demonstrated knowledge of Formstack, Workflow max (or similar systems), Microsoft Word, Excel, Google Maps & Photo editing.
- Demonstrated knowledge of and commitment to WH&S requirements and Equity and Diversity principles.
- A current Class C driver's licence.

## **Key Result Areas**

### **Resilience and Courage**

- Be open, honest and respectful in dealing with all stakeholders

### **Act with Integrity**

- Understand and adhere to the organisations values and policies
- Represent the organisation in an honest, ethical and professional way and encourage others to do so

### **Value Diversity and Inclusion**

- Consideration of and demonstrated delivery of diversity and inclusion strategies

### **Communicate Effectively**

- Communicate concisely and clearly with all stakeholders and maintain the goodwill of volunteers and the broader community

### **Commitment to Customer Service**

- Provide customer focused services consistent with organisational values and objectives
- Demonstrate a thorough knowledge of the services provided and relay to customers

### **Work Collaboratively**

- Collaborate with others and value their unique contribution

### **Influence and Negotiate**

- Lead and facilitate productive discussions with staff and stakeholders

### **Deliver Results**

- Complete work tasks to agreed budgets, timeframes and standards
- Ensure staff and volunteers are equipped and trained in the relevant tools required to conduct their operations

### **Demonstrate Accountability**

- Adhere to any relevant legislation and policies
- Be proactive in identifying and addressing risk and challenges

### **Finance**

- Understand and apply financial processes to achieve value for money and minimise financial risk

### **Technology**

- Working knowledge of Microsoft Word, Excel, Outlook, Workflow Max, Formstak, Adobe Photoshop and Accounting software

### **Procurement / Contract Management**

- Ensure that effective governance processes are in place for the organisation's provider, supplier and contractor management, tendering, procurement and contracting policies, processes and outcomes

**Project Management**

- Prepare clear project proposals and define scope and goals in measurable terms

**Manage and Develop People**

- Ensure that roles and responsibilities are clearly communicated
- Support the skills and capabilities of staff and voluntary workforce to achieve optimum performance and benefits for the organisation and deliver results within the agreed timeframes

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*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. Following consultation, the aspects mentioned above may be altered in accordance with the changing requirements of the role.*

Date: September 2022