



POSITION DESCRIPTION FOR 2026-2027

Position Title	Manager, Enterprise and Employment Services
Staff name	XXX
Reports to	Deputy CEO
Employment Status	Fixed-term full-time contract: 12 months, with a view to extension
Contract Commencement Date	XXX
Contract End Date	XXX
Award	SCHADS Award
Classification	Level 6, Pay Point 1
Hours of work	35 hours per week
Primary Location	Parramatta Office and Wentworthville Cottage, with work at other CMRC locations or external venues as reasonably required
Date of review	Reviewed from time to time as required
Approved by CEO	CEO

ABOUT CMRC

Established in 1996, the Community Migrant Resource Centre (CMRC) was formed to support newly arrived migrants through the coordination, development and delivery of services that meet the specific needs of migrants, refugees, and newly arrived communities.

CMRC values and promotes the benefits of cultural diversity for all Australians, within the broader aims of national unity, community harmony and maintenance of our democratic values.

CMRC is committed to a just, inclusive, and socially cohesive society.

OUR MISSION

To provide high quality services, settlement information, support and advocacy to migrants and refugees in order to facilitate successful integration into the wider community.

ROLE OVERVIEW

The Manager, Enterprise and Employment Services is responsible for the leadership, development and effective operation of CMRC's employment and enterprise programs, supporting migrants,



refugees and multicultural communities to strengthen economic participation and financial independence.

The role has initial responsibility for Business Connect and for establishing and activating the Wentworthville Cottage as a place-based enterprise and employment hub, with a particular priority on multicultural women. The Manager will lead the design and development of additional employment and enterprise initiatives as the program area grows and new opportunities emerge.

Working under limited direction from the Deputy CEO, the Manager exercises operational autonomy within CMRC's strategic direction, approved budgets, policies and delegated authority. The role combines program management with hands-on delivery where required, particularly while the area of work and team are developing.

The Manager is a member of CMRC's leadership team and contributes to organisational planning, service integration, continuous improvement and the broader leadership of CMRC.

KEY RESPONSIBILITIES

1. Program Design, Co-design and Development

- Identify community needs, service gaps and emerging opportunities across employment, enterprise and economic participation.
- Lead the design and co-design of new programs and initiatives with participants, communities and relevant partners.
- Ensure programs are strengths-based, culturally responsive and informed by the experiences, capabilities and aspirations of migrant, refugee and multicultural communities.
- Develop practical pathways connecting participants with employment, training, work experience, mentoring, enterprise development and other relevant opportunities.
- Ensure appropriate community engagement, outreach and referral pathways support equitable access and strong program reach.
- Use participant feedback, evidence and emerging practice to continuously refine and improve service models.

2. Program Operationalisation, Quality and Outcomes

- Lead the effective implementation and delivery of Business Connect, the Wentworthville Cottage and other emerging employment and enterprise initiatives.
- Establish and oversee the Wentworthville Cottage as an active, welcoming and well-utilised employment and enterprise hub, with support from CMRC's administration and other teams.
- Translate funded programs and new service models into clear operational plans, activities, systems and work practices.
- Prepare and manage program budgets and resources within approved delegations.



- Ensure programs are delivered safely, professionally, inclusively and in accordance with funding agreements, CMRC policies and relevant compliance requirements.
- Lead program monitoring, evaluation and reporting, using evidence and participant feedback to demonstrate impact and support continuous improvement.
- Monitor budgets, data quality, risks and contractual deliverables and take appropriate action where required.
- Contribute directly to workshops, participant support, business or employment guidance and other program activities where required.

3. Partnership and Stakeholder Engagement

- Develop and maintain productive partnerships with employers, training providers, business networks, community organisations, local councils, universities, government agencies and other relevant stakeholders.
- Build partnerships that create practical employment, enterprise, training, mentoring, work experience and referral opportunities for participants.
- Strengthen collaboration across services and sectors to improve pathways and reduce duplication.
- Maintain effective relationships with relevant funding bodies and contracting agencies.
- Represent CMRC on employment and enterprise matters when delegated by the Deputy CEO or CEO.

4. Portfolio Growth and Sustainability

- Lead the growth and diversification of CMRC's Enterprise and Employment Services in line with organisational strategy and community need.
- Identify relevant grants, tenders, contracts, partnerships and other sustainable income opportunities.
- Make a substantial contribution to funding submissions, including program design, implementation planning, budgets, outcomes frameworks and supporting material.

5. Leadership and People Management

- Provide leadership, supervision and support to contractors, student placements, volunteers and employees within the program.
- Establish clear priorities, responsibilities, performance expectations and work plans.
- Lead recruitment, induction, supervision, performance management and professional development within the program area in accordance with CMRC policies and delegated authority.
- Build a collaborative, accountable, inclusive and high-performing team culture.
- Identify workforce and capability requirements and progressively build the team as programs and funding grow.



- Contribute actively as a member of CMRC's leadership team to strategic planning, organisational priorities, service integration and continuous improvement.
- Provide specialist advice and program evidence to the Deputy CEO, CEO and other leaders and contribute to CMRC advocacy and policy work as required.

OUR COMMITMENT TO TEAMWORK

- Contribute to a positive, inclusive and collaborative team culture.
- Work within CMRC's policies, procedures and practice guidelines.
- Actively contribute to the goals of CMRC's strategic plan.
- Maintain the reputation, integrity and confidentiality of CMRC.
- Demonstrate accountability for the quality and timeliness of work.
- Work collaboratively across CMRC teams and programs.
- Respect and celebrate cultural and community diversity.
- Undertake other reasonable duties consistent with the skills, competence and SCHADS classification of the position.

KEY WORKING RELATIONSHIPS

- **Deputy CEO:** strategic direction, supervision, delegated authority, approvals and escalation of significant issues.
- **CEO, Leadership Team and CMRC staff:** organisational planning, service integration, partnerships, funding opportunities, reporting and strategic priorities.
- **Employees, contractors, students and volunteers:** leadership, supervision, work planning, development and performance management.
- **Participants and community members:** engagement, consultation, co-design, feedback and access to employment and enterprise pathways.
- **Government, funders, employers, training providers, business networks, councils, universities, community organisations and other partners:** partnership development, program delivery, referrals, collaboration and opportunities.



REQUIRED QUALIFICATIONS, EXPERIENCE AND CAPABILITIES

- Relevant tertiary qualification with substantial relevant experience, or an equivalent combination of experience, expertise and competence sufficient to perform the role at this level.
- Substantial experience in employment services and/or enterprise, business development or small-business support.
- Demonstrated experience managing and operationalising programs, projects or a significant service area, and experience managing program budgets, resources, contractual requirements and risk.
- Demonstrated ability to monitor program performance, analyse outcomes and prepare high-quality reports.
- Demonstrated experience working effectively with migrant, refugee and multicultural communities and strong understanding of culturally responsive practice.
- Demonstrated experience in program design, implementation and continuous improvement, including consultation or co-design approaches.
- Demonstrated ability to establish and maintain productive partnerships across government, community, industry and other sectors.
- Experience contributing substantially to grants, tenders, funding proposals or development of new services.
- Demonstrated experience supervising and developing staff, contractors, volunteers and/or other team members.
- Strong leadership, organisational, communication, facilitation, stakeholder engagement and negotiation skills.
- Demonstrated ability to work under limited direction, exercise sound judgement, set priorities and operate with a high degree of autonomy within organisational parameters.
- Ability and willingness to contribute directly to program delivery where required.
- Ability and willingness to work occasional evenings and weekends and undertake travel, including within NSW, according to program requirements.

DESIRABLE

- Current Australian driver licence.
- Experience across both employment services and enterprise or small-business support.
- Experience establishing a new service, program hub or place-based initiative.
- Ability to speak a language other than English relevant to CMRC communities.



MANDATORY REQUIREMENTS

- Current Working with Children Check for employment.
- Current National Police Check for employment, maintained in accordance with CMRC requirements.
- Capacity to travel between CMRC locations, community venues and external meetings as reasonably required.

Employee:

Employee signature:

Date:

Employer:

Employer signature:

Date:
