

COMMUNITY TRANSPORT SERVICES TASMANIA

POSITION DESCRIPTION



Executive Manager Service Delivery

Overview

Business Area	Executive
Team	Operations
Award	Social, Community, Home Care & Disability Services Award
Position Classification	Above Award
Number of direct reports	5 +
Immediate Manager	Chief Executive Officer
Manager-one-removed	N/A

About CTST

At CTST, our commitment is to provide affordable services to support people to live well and connect with their community.

The needs and experience of each individual consumer is our primary focus when making decisions about their services and the safety and wellbeing of our people and our consumers is our priority. We are cooperative and collaborative because we believe that collective impact gets the best result and we show our respect for our consumers, our people, and our partners by striving for the highest professional standards in everything we do.

Position Purpose

The Executive Manager Service Delivery (EMSD) is responsible for providing exemplary strategic leadership and management across CTST's operational areas including Community Transport and Home Services programs.

Reporting directly to the CEO, the EMSD collaborates closely with the CEO and Executive Team to translate strategic direction into actionable steps, to ensure high-quality, inclusive service delivery and continued organisational growth. The EMSD also contributes to strengthening CTST's position as a leading provider of transport and home services.

This role requires a dynamic and highly experienced executive with proven expertise in operations leadership, workforce development, service innovation, and stakeholder engagement. The EMSD must be a skilled communicator, capable of navigating complexity and driving continuous improvement across teams.

Legislative Knowledge & Understanding

Fair Work Act 2009	Anti-Discrimination Act 1998
Aged Care Act 1997	Workers Rehabilitation & Compensation Act Tasmania 1988
Aged Care Quality and Safety Commission Act 2018	Workplace Health and Safety Act Regulations 2011
Aged Care Quality Standards	Poisons Regulations 2018
Privacy Act 1998	Relevant Industrial Awards and Agreements
Personal Information Protection Act 2004	Public Transport Operator Accreditation Regulations
National Disability Insurance Scheme Act 2013	

Position Accountabilities

Leadership	<p>Promote CTST's core values to engage and empower employees, consumers, and key stakeholders.</p> <p>Lead by example, act with professionalism and influence others to create and maintain a supportive culture</p> <p>Foster and develop a strong consumer-centric culture</p> <p>Develop and maintain effective relationships with internal and external stakeholders including identification of opportunities to grow consumer and volunteer activities through partnerships and community events</p> <p>Embed equity and diversity principles through all areas of the organisation</p> <p>Demonstrate emotional intelligence, cultural awareness, ethical and values-driven leadership</p> <p>Contribute to whole-of-organisation decision-making as a member of the Executive Team</p>
Technical	<p>Lead the strategic and operational planning of Community Transport and Home Services programs</p> <p>Provide operational oversight to ensure optimal use of key resources (people, vehicles, and systems)</p> <p>Support the development of a workforce plan aligned with service delivery priorities</p> <p>Ensure policies and operational procedures are regularly reviewed and aligned to best practice</p> <p>Prepare and present high-quality reports and briefings to the Board, CEO, Executive, and relevant Board sub-committees</p> <p>Contribute to the preparation of grant applications, tenders and other formal submissions that align with CSTS's strategic priorities and service delivery goals</p> <p>Ensure all major projects are supported with effective risk, change and communication management</p> <p>Attend Board and sub-committee meetings as required</p> <p>Undertake other tasks as directed, consistent with the seniority and scope of the role</p>
Health, Safety & Wellbeing	<p>Actively promote and adhere to all CTST health, safety and wellbeing policies and procedures</p> <p>Contribute to a safe workplace through a demonstrated commitment to safety improvements</p> <p>Report all safety risks, incidents, and hazards in a timely manner</p> <p>Actively promote a positive approach in the workplace to enhance health and wellbeing</p>
Work, Health & Safety Officer Duties	<p>As an officer under the Work Health and Safety Act 2012 (Tas), the Executive has a duty to exercise due diligence to ensure that the organisation complies with its obligations as a Person Conducting a Business or Undertaking (PCBU). This includes taking reasonable steps to:</p> <ul style="list-style-type: none"> Acquire and maintain up-to-date knowledge of WHS matters Understand the nature of the organisation's operations and associated hazards and risks

	<ul style="list-style-type: none"> • Ensure appropriate resources and processes are in place to eliminate or minimise health and safety risks • Ensure appropriate processes are in place for receiving, considering and responding to information regarding incidents, hazards and risks • Verify the implementation and effectiveness of WHS processes and controls. <p>The Executive is expected to model safe behaviours and lead a culture of safety and wellbeing across the organisation</p>
Financial	<p>Contribute to the development of annual operational and service delivery budgets</p> <p>Monitor and manage budget performance in line with strategic and operational goals</p> <p>Utilise financial data and analysis to inform planning and resource decisions</p> <p>Provide high-quality financial reporting to the CEO and Executive</p>
People	<p>Lead and develop high-performing teams aligned with CTST's values and strategic direction</p> <p>Implement succession planning, mentoring, and coaching to develop leadership capability</p> <p>Manage performance and foster a culture of accountability and innovation.</p> <p>Set and monitor KPIs to ensure service excellence</p>
Compliance	<p>Ensure CTST's ongoing compliance with Aged Care Quality & Safety Commission, NDIS Practice Standards, Passenger Transport Accreditation and other essential quality standards</p> <p>Maintain an up-to-date knowledge of legislative and regulatory compliance to ensure that requirements are met, and identify and manage any emerging issues of significance to the organisation</p> <p>Ensure that the organisations compliance requirements are reviewed and maintained through rigorous and regular audit processes</p> <p>Always ensure that the highest standards of privacy and confidentiality is maintained</p>
Governance & Risk	<p>Provide timely information and advice to the CEO on major risks</p> <p>Contribute to the development and execution of enterprise risk management strategies</p> <p>Support transparent governance and decision-making across the Executive</p> <p>Participate in strategic planning and corporate reporting aligned to organisational priorities</p>

Position Requirements

Technical Qualifications	<p>ESSENTIAL</p> <p>A qualification in business, aged care, disability or an equivalent combination of relevant experience, education and training</p>
Knowledge, Skills and Experience	<p>ESSENTIAL</p> <p>A minimum of 5 years' experience in an executive level position</p> <p>Advanced leadership skills and able to think strategically with a demonstrated commitment to values-based decision making</p> <p>Proven ability to lead, inspire, develop, and monitor performance across diverse teams</p> <p>Able to collaborate with other members of the executive / leadership team to promote organisational cohesion and develop of a culture of continual improvement and support for the organisational values.</p> <p>Exceptional verbal, written and interpersonal skills with the ability to negotiate</p> <p>Proven financial and business acumen at an Executive level</p>

	<p>Demonstrated experience in effective risk management, coupled with strong problem solving and analytical skills</p> <p>Demonstrated experience working with the NDIS Quality and Safety Standards and/or Aged Care Quality Standards</p> <p>DESIRABLE</p> <p>Previous experience managing the logistics of a multi-regional transport and/or service delivery program would be advantageous</p>
Worker Screening and Position Requirements	<p>Provision of a National Police certificate that meets the suitability requirements for unsupervised work in accordance with the Aged Care Act/ NDIS Act</p> <p>Must hold a current driver's licence</p> <p>Must hold a current registration to work with vulnerable people</p> <p>Must be an Australian Resident or hold an Australian Working VISA</p> <p>Intrastate travel will be required</p> <p>Some work outside of business hours may be necessary, including being available for emergency contact</p>

Position Approval

Name & Role	Summary of Revisions	Approved Date
Lyndon Stevenson Chief Executive Officer	Updated position in the structure (formerly Executive Manager Operations)	16/09/2025