



Position Description

Strategic Projects and Performance Lead

Education, Harm Prevention and Social Enterprise
September 2025

Agreement

Signed – General Manager

Signed–Employee

Date

Date

Do all the good you can
because every life matters



Strategic Projects and Performance Lead

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good we can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Education, Harm Prevention and Social Enterprise

Wesley Education, Harm Prevention and Social Enterprise is a diverse portfolio of services and programs connecting residents, clients, customers and stakeholders with new opportunities.

The portfolio includes Social Enterprises, Retirement Villages, Education and Training, Children's Services, and national Suicide Prevention and Mental Health programs.

Many programs operate in Fee-For Service commercial environments, while others are acquittal based funded by the state and federal governments.

Our diversity allows us to design and pilot innovative ways to solve challenging problems.

3 Overview of role

The **Strategic Projects and Performance Lead** position is responsible for leading innovative projects relating to the business and strategic plans.

You have a growth mindset with a head for numbers and a heart for people. You have strong financial acumen but prefer to work face to face with a team knowing you're having an impact on people across the street, across town and across the country.

The **Strategic Projects and Performance Lead** will support national operations, programs, management and staff to achieve contractual, financial and organisational KPIs.

Our success will be measured by helping 20% more people in the next 2 years.

Internally you will support the teams financial review and analysis each month, collecting and reporting on data, coaching and mentoring staff to make data informed decisions, and leading tender and business growth projects.

Externally, this includes supporting our compliance with various legislative, regulatory, industry and contractual requirements.

The Strategic Projects and Performance Lead will:

- a) Build high trust relationships and work closely with the Heads of Social Enterprise, Employment and Training, OOSH and any other senior managers who join the portfolio. They may be asked to “Act” in management roles across the portfolio when leaders are on leave or seconded elsewhere.
- b) Provide coaching and mentoring support to identified emerging leaders across the organisation.
- c) Lead projects to retender for current programs, grow existing services, expand into new markets and form strategic partnerships with other providers who have a geographical and cultural alignment.
- d) Project Manage strategic projects including End of Month Financial Review, Business Turnaround , Business Grown and Business Exit activities.
- e) Create strategic relationships and partnerships within Wesley Mission which support the organisational Strategic Plan outcomes.
- f) Support EHPSE to achieve 20% financial and customer service growth targets by June 2026.

4 Relationships

Reports to: General Manager

Works closely with: Head of Social Enterprise; Head of Harm Prevention and Counselling, Retirement Village Managers; Head of Employment and Training; Group Manager Lifeline; LifeForce Management; Head of Out Of School Hours programs; Portfolio Finance; Portfolio Human Resources; Portfolio Marketing; Chaplains.

Direct reports: as negotiated.

5 Major role responsibilities

5.1 Our clients

- Develop, support and maintain quality and professionalism of all services by ensuring services are striving to meet client and funding body expectations.
- Support the implementation & compliance of all programs with their respective accreditation frameworks.
- Support all activities to work within Wesley Mission Child Protection and Child Safety frameworks, Aged Care frameworks, RTO frameworks, and industry best practice benchmarks.
- Establish and maintain strong relationships across Wesley Mission to support a “no wrong door” approach, business continuity and development.
- be a strong ambassador for the Wesley Mission always treating all clients with dignity and respect.

5.1.1 Performance Measures

- EHPSE achieves 95% customer satisfaction
- EHPSE increases internal client referrals by 10%

5.2 Our people (our team)

- Become an “enabler” for projects which will build culture, capacity and connection across the portfolio.
- Use your education and experience to create excitement and energy during change management projects , building cheerleaders not fear leaders to meet the needs of the business
- Develop and implement a mentoring, coaching and training process to ensure future leaders are trained and equipped to meet personal and professional development opportunities.
- In collaboration with Wesley Vocational Institute and Wesley Lifeforce review and launch an internal training pathway.
- Provide guidance to all staff which strengthens knowledge and skills within their services in order to achieve a performance driven culture of inspiration and passion for the portfolio and Wesley Mission
- Promote and ensure adherence to Wesley Mission brand by all members of the team
- Monitor and manage allocation of activities and resources to support delivery of Health Conferences & Educations Business Plan
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- on a quarterly basis, conduct and document individual meetings with direct reports and facilitate feedback to ensure employee satisfaction and performance
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings and conduct regular meetings and check ins with the EHPSE management team.

5.2.1 Performance Measures

- EHPSE achieves a staff retention rate of 75%
- Minimum 50 internal trainee's annually through the traineeship program
- Minimum of 10 emerging leaders being coached and mentored annually.

5.3 Our operations

- Support programs to grow by 20% of revenue, 20% of clients services and/or 20% greater geographical footprint.
- with the support of Wesley Marketing, support annual marketing campaigns.
- Lead an EHPSE Tender Team to prepare future tender opportunities , review all possible tenders, write and review tender applications.

- Support WHS compliance across the portfolio
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.

5.3.1 Performance Measures

- EHPSE review and client numbers grow by 20%
- Targets articulated in the EHPSE Business plan are achieved

5.4 Our financials

- Support EHPSE Management to forecast monthly, quarterly and annual results.
- Support EHPSE Management to benchmark fee for service offerings, manage staffing rosters, income and expenses across the portfolio
- Lead tender budgeting projects, strategic growth budgeting projects, annual EHPSE budgeting projects

5.4.1 Performance Measures

- Achieve net surplus budget at end of each quarter and financial year
- On time reporting
- Optimal revenue generation from all services

6 Professional responsibilities

- as directed, all activities to support the delivery of the EHPSE Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons that come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate

- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Strategic Projects and Performance Lead

Wesley Education, Harm Prevention and Social Enterprise Services

- Fulltime office based position
- Carlingford/Pitt St/ Wollongong location.
- Providing portfolio wide support to report on KPIs
- Providing coordination of strategic projects
- Supporting teams with tenders and business growth
- Salary packing and company vehicle options

About us

Wesley Mission is a high profile, multi-faceted Christian organisation making a real difference in the community. We work with the most disadvantaged in our community by providing over 200 services ranging from aged care, homeless services, child and family care, counselling, employment, training and education, and health services.

Our Vision is "A Spirit disciple-making movement: doing all the good we can because every life matters".

About the program

EHPSE provides a diverse range of commercial and government funded programs nationally including: children's services, retirement villages, disability programs, a registered training organisation, conference and catering businesses, suicide prevention and mental health related services.

Our diversity allows us to design and pilot innovative ways to solve challenging problems.

About the role

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Essential criteria

- Tertiary qualifications in finance, accounting or commerce.
- Demonstrated experience in strategic project management methodology
- Demonstrated experience in business and data analysis
- Proven ability to easily build rapport with a diverse range of people
- Demonstrated ability to work under pressure while meeting financial and engagement targets
- high level of customer service skills

Desirable criteria

- Qualifications in Project Management methodologies and practice.
- Experience in preparing and submitting tender applications
- Experience training and mentoring emerging leaders
- Experience working with diverse businesses and clients