

## Position Description

Position title:	Branch Manager, Western Australia (WA)
Division:	Education
Location:	WA APA Office
Reports to:	Manager, Operations
Approved by:	General Manager, Education
Date approved:	June 2022

### About us

The Australian Physiotherapy Association (APA) is the peak body representing the interests of over 30,000 physiotherapists in Australia. It does so by advocating for access to quality physiotherapy services, providing leadership in the wider health landscape, creating lifelong information and learning opportunities for members, and promoting the value of physiotherapy to the community. The APA is proud to have a great working culture and it is underpinned by our values:

- Accountability | Excellence | Collaboration | Courage | Respect.

### About the role

The Branch Manager (WA) will be responsible for the effective implementation of strategic and operational plans developed by the Manager, Operations and General Manager, Education that deliver on branch and association objectives.

This position will deliver local outcomes to nationally driven objectives in the areas of member engagement and recruitment, health stakeholder engagement and advocacy, and professional development opportunities for the profession.

This role will be charged with ensuring that committees being managed by this position, are operating within a consistent framework that adhere to APA governance, financial parameters, and organisational strategic drivers.

## Relationships

- The Professional Development Coordinator based in WA reports to this position.
- This role reports to the Manager, Operations in our Education Division.

## Other (non-reporting)

- This role will work alongside the other Managers of Branches, Manager, Professional Development Delivery and Manager, National Groups Development who are also charged with leading the performance and deliverables of our Education Division's operations.
- External stakeholders including national committees, volunteer committees, members and non-member physiotherapists. These relationships exist to ensure the branch is customer-focused and that the profession's voice, quality and community needs are met.
- Membership and Marketing teams to ensure the marketing of the state's membership and professional development offer is optimised.
- Policy and Advocacy team to ensure the strategic priorities of the voice pillar are being met.
- Professional Development (PD) team to ensure the product development and delivery of PD is being met
- Executive Leadership Team to ensure state management meets organisational objectives.

## Responsibilities

- Provide a high level of customer service to all enquiries received at the WA branch and is the pivotal liaison between the Western Australia's members, council, committees, staff and the Association's management team.
- Seek and foster productive working relationships with key external stakeholders in the health and political arenas to be able to promote advocacy messages and priorities on issues affecting the profession.
- Manage committees by providing expert counsel, communication and efficient administration to achieve delivery expectations and maintain a valued and sustainable volunteer structure in WA.
- To actively promote membership through retention and acquisition programs.
- Oversee the WA Branch event calendar and coordinate branch staff to ensure it is delivered according to objectives and budget.
- Coordinate branch communication.
- Manage and support branch staff to deliver on performance agreements by providing guidance and council, facilitating ongoing development and by conducting key performance indicator (KPI) evaluations.
- Oversee the effective running of the WA state office, including proactively seeking cost or process efficiencies in the financial management of branch expenses.

- Maintain transparent procedures, processes and filing protocols and provide accurate reporting to Manager Operations, Executive Management and Board of Directors on the state and national groups environments that are managed by this role.
- Contribute to special projects at the direction of Manager, Operations.

## About you

- Experience in leading a volunteer committee unit, preferably in a member organisation
- Demonstrated strong leadership skills that can deliver outcomes from a standard strategic framework amidst a continually changing and evolving environment
- Proven ability to lead positive team collaboration
- Excellent time management skills with the ability to deliver on various initiatives at one time
- Respectful of being a member of a larger team that are led by overarching guiding principles that need to be adhered to and delivered upon
- Excellent interpersonal, oral and written communication skills
- Excellent knowledge of the Microsoft Office suite of programs and experience using a member database or similar at an intermediate level would be an advantage.
- Displays trademark behaviour of Accountability, Respect, Excellence, Collaboration and Courage

## Special requirements

- Participation will be required at meetings and events that will occasionally fall outside of normal business working hours and can include local or interstate travel. Time in Lieu for these events will be accrued in line with APA's policy regarding Hours of Work.
- All employees are required to demonstrate behaviours that are in line with the APA's internal trademarks when interacting with internal and external stakeholders at all times