

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Business Manager	Reports to: Executive Branch Manager
Classification: Senior Officer Grade A	Position Status: Permanent
Position number: P68667	Position Hours: Full Time 36:75/week
Division: Territory Business Services Division	Date last reviewed: 08/09/2026
Business unit: Capital Linen Service	Position requirements:
Location: Mitchell, ACT	

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

Territory Business Services Division

Territory and Business Services (T&BS) delivers a portfolio of high performing commercial and operational services that combines essential community services with business units operating to commercial standards, delivering efficient, reliable and valued services to a wide range of customers across the Canberra and surrounding region.

Canberra Memorial Parks operates the Territory's public cemeteries and public crematorium, providing self funded, high quality and culturally inclusive interment and memorialisation services across Gungahlin, Woden and Hall through a professionally governed Statutory Authority. Capital Linen Service functions as a major commercial enterprise, supplying more than 120 health, aged care and accommodation providers with ISO certified, high volume linen services, processing over 7,200 tonnes of linen annually through a modern, automated facility that ensures dependable, safe and competitively priced service delivery. ACT NoWaste manages the ACT's waste, recycling and resource recovery systems, delivering efficient, high volume public waste services and leading implementation of the Territory's Circular Economy Strategy to ensure operational reliability, environmental performance and long term system sustainability. Yarralumla Nursery underpins Canberra's urban landscape through its commercial wholesale plant production enterprise, supplying high quality, climate appropriate plants for government and industry projects and maintaining consistent, reliable output that supports the city's green infrastructure and horticultural standards.

BUSINESS UNIT OVERVIEW

Capital Linen Service (CLS) operates as a commercial business unit within the ACT Government's City and Environment Directorate (CED).

We have extensive experience and knowledge of the linen hire and laundry services industry and have been delivering linen services and operating an industrial factory across the Canberra region since 1978, servicing more than 120 clients in Canberra and its surrounds.

Our people are our biggest asset and are what make us a great place to work! We take pride in our commitment to deliver the highest standards of quality and reliability and enjoy a healthy team culture.

You can find out more about us by checking out our [website](#)

POSITION PURPOSE

Reporting directly to the Executive Branch Manager in a 2IC capacity, the Business Manager provides oversight and support in a broad range of organisational functions. The role requires the effective management of staff spread across laundry operations, finance, procurement and contract management and customer service.

The position is extremely diverse and requires extensive commercial business and financial management experience and qualifications. The occupant will be required to draw on experience within a commercial business environment to identify risks and opportunities and progress business strategies within viability and profitability constraints.

The position requires strong TM1 financial management and budgetary experience ideally within government agencies derived from own source revenue.

DUTIES / RESPONSIBILITIES

The Business Manager works collaboratively with the Executive Branch Manager to deliver outcomes in Strategic Management, Financial Management, Business and Operational Management and Procurement and Contract Management.

Strategic Management

As a member of the CLS Senior Management Team and 2IC to the Executive Branch Manager, the Business Manager will actively contribute to the development and achievement of strategic outcomes across all areas of the business, specifically:

- Through the provision of support and advice to the Executive Branch Manager about all aspects of CLS' business and its environment.
- Initiate and implement effective strategies to drive new business growth
- Contribute to the development of pricing strategies
- Working with, maintain and manage the activity-based costing model and related systems to protect CLS' revenue and manage risk.
- Undertake business and market research, data collection, analysis and reporting.
- Initiate and manage business improvements including cost reduction and production efficiencies reviews.
- Preparing and ensuring ministerial/executive and other briefings in responses to and requests from CED and other agencies are timely, relevant and fit-for-purpose
- Maintain, monitor and report on Government Accountability Indicators as required by CED

- Represent CLS at a senior level both internally (government) and externally with stakeholders, customers and suppliers.
- Undertake or participate in reviews, continuous improvement opportunities, project management and the coordination of activities and projects as required

Financial Management

The Business Manager is responsible for all aspects of financial management at CLS including budgeting, financial modelling, reporting and analysis, end-of-period accounting processes, accounts receivable, accounts payable, taxation, payroll and insurance. Other areas of responsibility include:

- The implementation and maintenance of effective and efficient controls to ensure the integrity of CLS financial management in compliance with the *Financial Management Act*, CED Director-General's Financial Instructions, National Tax Equivalent Regime (NTER) and Payroll Tax rules.
- Undertake annual review of the budget process which:
 - Includes a consultative budget setting process
 - Allows a budget allocation for programs and key functions or internal sections
 - Establishes a reporting framework
 - Drives business change and ensures fiscal discipline
 - Provides a pathway for achieving short- and long-term strategic outcomes.
- Ensure both short- and long-term financial plans are developed and provided to inform directorate and management decision making including operating statements, balance sheet, cash flows and capital acquisitions.
- Ensure relevant, reliable and timely financial information and analysis is provided to appropriate stakeholders including CLS managers and the Directorate;
- Understand the National Competition Policy & Principles and Competitive Neutrality Policies that impact on the operations of a government owned self-funded trading enterprise.
- Review, access and recommend appropriate funding models including leases, grants, interest free loans and cash to fund capital programs in line with strategic goals.
- Manage the organisations asset register and coordinate stocktakes, asset write-offs and depreciation in line with relevant accounting standards and directorate requirements and actively work with key stakeholders on the CLS Strategic Asset Management Plan and investment plans

- Ensure the financial literacy of CLS managers and other staff is developed;
- Ensure customers are invoiced on time; money is collected in accordance with acceptable trading terms and timely banking of cheques and cash received. Ensure bad and doubtful debts are managed appropriately
- Maintain correct customer billing information within Government systems
- Ensure suppliers are paid correctly for goods and services and are provided in accordance with trading terms;
- Ensure the payroll is accurate, including recovery of overpayments.
- Manage taxation obligations such as payroll tax, FBT, GST and annual ATO lodgements and compliance with the NTER
- Maintain regular cash flow budgeting and forecasting
- Work with and communicate with CED finance to report on outcomes and variances and ensure compliance with CED obligations

Business and Operational Management

The Business Manager role requires operational involvement and working collaboratively with Laundry Operations Management Team, Supervisors and Administrative Staff to enable efficient and effective utilisation of resources and timely reporting. Specific areas of responsibility include:

- Working collaboratively with the Management Team to achieve business improvements and effective evidence-based change management.
- Work with the Laundry Operations Leadership Team to provide operational based data to inform management decisions and manage resources and costs.
- Utilisation of government initiatives such as the Zero Emissions Grant (ZEG) funding to facilitate capital projects with a focus on sustainability improvements within the laundry.
- Working with stakeholders to represent CLS and improve communications and outcomes for CLS and CED.
- Manage insurance obligations including:
 - ensuring appropriate insurance coverage to minimize the risk of loss and business disruption to CLS
 - the submission of the organisation's annual insurance application, and
 - the submission of incident reporting and claims management.

Procurement and Contract Management

The Business Manager has oversight over the Procurement and Contract Management functions. Aspects of the role include:

- Ensuring that CLS procurement and contract managements is compliant with Government procurement, tendering and contract management processes.

- Management of contracts and oversight of contract management and procurement activities
- Ensure reporting of contract spends and declarations.
- Representing CLS while working with suppliers to improve communications and outcomes for CLS and CED
- Identify cost saving initiatives through improved contract management, review of operating expenses or improved labour management practices.
- With a specific focus on linen and industrial plant and equipment and labour ensuring value for money, minimises risk and maintains CLS' positive reputation across its customer base.

Other duties as required or directed.

SELECTION CRITERIA (CAPABILITIES)

Note: Please address the Professional/Technical/Behavioural skills when applying for this role.

Professional / Technical Skills

- Extensive experience in senior management roles which includes the ability to work across multiple discipline areas requiring the development and implementation of strategies to assist with targeted income growth, cost management, asset management, procurement and staff management.
- Experience in the management of a commercial operation and well-developed knowledge relating to opportunities and restraints of a commercial laundry environment operating as a Government Business Enterprise.
- Strong financial management experience and qualification relating to the preparation of finance budgets, models, plans and management reports in addition to the coordination and oversight of end-of-period accounting processes.
- Proven ability in the successful management of:
 - complex financial & budgetary programs
 - legal issues relating to supplier and sales contracts and
 - a demand driven workforce which considers competing legislative requirements relating to Government Enterprise Agreements and other industrial awards whilst achieving positive business outcomes.
 - achieving outcomes that meet government and business strategic objectives.
- Proven track record of compliance with government procedures and policies and adherence to Directorate and ACT Government values, behaviours and WHS principles.

Behavioural Skills

- Demonstrated ability to effectively engage with stakeholders and manage relationships and expectations, including the capability to problem solve, promote a positive workplace culture of care, kindness and respect whilst meeting the outcomes of a highly operational workforce.
- Highly developed oral and written communication skills, including the capacity to translate and explain data from many sources to the CLS management, and to produce a range of documentation to ensure accurate and purposeful advice and guidance.
- Experience setting performance expectations, developing team members and providing regular feedback and coaching to ensure they meet the requirements of their role.
- Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

Mandatory

- Experience in senior management role in finance and business management.
- Commercial management experience
- Tertiary qualifications in Business or Finance
- Drivers Licence (C-class)

Highly Desirable

- Laundry Experience in senior roles within a commercial laundry environment.
- Experience working in a government or similar public sector environment, Government Business Enterprise is preferred.
- Procurement & Contracts experience

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Director Business Manager (position number P68667) and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent paid overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never

Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally