

# HOW TO NAIL IT WITH YOUR POSITION CONTRACTS

Rapid business growth demands lightning fast responses.

When you already have all hands on deck and there's still more work than time, employing more staff is the only way to keep your business booming. You have to get them working ASAP. There's no time to dot the 'i's or cross the 't's. It's all about getting them to hit the ground running.

But short cuts like these expose you to risks you simply can't afford.

- ✓ How many people will join your team without a written agreement in place?
- ✓ How can you be certain they understand your expectations?
- ✓ How do you set their job requirements in stone?
- ✓ How will you make the position secure for you AND them?

Today, the good news!

You can use the information here to back track your employment admin and clean up your staffing paperwork. Then use it to move forward, setting up clean, clear onboarding processes that tick all the administrative boxes without wasting time you know would be better spent elsewhere.



"Working with Kerry Anne from Operation Verve has allowed my business capacity to increase without me being tied to all the work myself. We have worked on numerous systems including my staffing plan, documenting my business operations, then delegating these tasks to my expanding team. Kerry Anne's strategic development of customised processes for my business has been an integral aspect of my sustained growth over the past 12 months"

**Ashley Hann, White Knight Catering Services**



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"I am convinced that nothing we do is more important than hiring and developing people. At the end of the day, you bet on people, not on strategies."

**Lawrence Bossidy, General Electric**



I Agree

**The Position Contract is a key business growth document that many organisations either don't do well or worse, don't do at all.**

While the Fair Work Ombudsman here in Australia tells us that it is acceptable for Employment Agreements to be verbal, I cringe at this thought. From their perspective, employees are protected by the minimum requirements of the National Employment Standards, and any awards, enterprise agreements or other registered agreements that may apply. Fair Work states "All employees are covered by the NES, regardless of whether they've signed a contract. A contract can't make employees worse off than their minimum legal entitlements." I encourage you to visit the Fair Work website to access their valuable resources.

I won't repeat the advice you find there because there is simply no point reinventing the wheel. But I will add to it, and I will start with the values statement which underpins who I am at work, home and play:

**I have never been a fan of the bare minimum.**

Scraping by simply doesn't suit me or any of the other ambitious entrepreneurs I know. The concept alone sells out on our core expectations of high performance, our defining commitment to excellence, and our ongoing pursuit of exponential growth in all areas. An attitude of apathy and complacency undermines our personal abilities to enlarge our current capacities and achieve our potential. Furthermore, simply settling for "good enough" also functions to make us an enabler of mediocrity everywhere.



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The entrepreneurial spirit sees limitless possibilities for every person in their team. Entrepreneurs dedicate themselves to unearthing this fullness, then work to activate it, release it and buff it up to a brilliant shine.

This is a process that never ends.

But at work, it starts with the Position Contract. The absence of a written employment agreement is an omission which creates multiple business risks. The greater chance of misunderstanding brings with it increased likelihood for workplace confusion, poor job performance, low morale, conflict and tension. These problems ultimately make it significantly more likely for the employee to leave, or their boss to terminate their position. Indeed, without a written agreement, one hates to think about the risk of litigation the employee and their employer both open themselves up to.

**Putting the expectations of the role in writing sets the bar high from the outset and has everyone on the same page right from the start.**



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It puts job requirements, key responsibilities, and accountability standards down in black and white for all involved. It provides a positive launch pad for the commencement of the relationship the employer shares with their employee. It clarifies exactly how things should be and establishes a professional benchmark which clearly defines what success looks like in plain language.

It almost goes without saying that the Position Contract will provide an overview of their commencement date, work hours, remuneration, entitlements, benefits, and primary task responsibilities. Other inclusions will vary depending on your industry, its legislative requirements, and the requirements of the position. Here are some of the essential components of any good Position Contract that are often overlooked:

#### REVIEW SCHEDULE:

The best case scenario is that your business expands and changes over time, and your employee stays with you to contribute to that evolution. This means their Position Contract will need to be reviewed on a regular basis. Specify the schedule of this review in the employment agreement from Day One.

#### CULTURAL EXPECTATIONS:

Every company should have a well established set of core values which apply to all team members regardless of the nature of their employment. Clearly describe these for new trainees so they can understand and align themselves with your company's culture in their attitude, language, appearance, and performance.



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“What Kerry Anne can do for you in regard to developing management systems will have that business of yours humming like a dream! Kerry Anne is the one to hire to establish the framework to build your business into something much bigger than yourself.”

**Denise Hall, Business Broker & Exit Strategist**

### REPORTING POSITIONS:

Each member of your team work in connection to others and these relationships should be explicitly laid out in the Position Contract. Leave no ambiguity surrounding the accountability structures of the workplace chain of command. Specify exactly who the employee reports to directly, and who reports directly to them.

### OUTCOMES STATEMENT:

The Position Contract is written and signed before workplace training actually commences, but this doesn't mean that the picture of excellent performance should not be painted in that agreement. Include a section which describes how the overarching aims of the position connects with the broad company vision.

### STATEMENT OF OWNERSHIP:

I have witnessed first-hand the horror stories of disgruntled employees who, in their absence or departure, take ownership of resources and intellectual property that are not rightfully theirs. Firmly establish your ownership of all company property with a statement to that effect in the Position Contract.



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#### STANDARDS:

Your workplace management plans should have routines processes to maintain employee accountability across every department. Making the tools and schedule of these accountability standards clear and explicit for every newcomer to your team keeps everyone on the straight and narrow from the word go.

#### RESOURCE PROVISION:

Many companies rely on their employees to provide some basic equipment for their work, such as mobile phones and transport, or perhaps clothing which adhere to workplace dress codes. Document these expectations in their Position Contract, and also clarify the resources you will supply as their employer.

#### TERMINATION:

While we would all love to think every trainee will work out and stay with us for decades, this is often not the case. Have clear guidelines to describe exactly what happens in the event that you need to terminate their employment with your company. Define their rights and responsibilities in the Position Contract, and yours.

#### INJURIES:

It's a smart move to include a disclaimer in the Position Contract which asks the employee to declare any pre existing injuries or medical complaints which might have a detrimental impact on their work performance or their personal health over the normal course of them completing their daily tasks. Protect yourself and them!



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- Would you like to have everyone on the same page with what a good job actually looks like?
- Do you want to reduce confusion, mistakes, and questions from your employees?
- Have you imagined what your business could become with consistently reliable, high performing staff?

Now that you are well on the way with cleaning things up on your staffing front, it's time to take the plunge.

Today is the day to draw a line in the sand with your team. Consolidate the future growth of your company now. Clarify the expectations you have of your staff to create systems for business expansion that you can bank on.

## Introducing Operation Verve

Operation Verve has been set up exclusively to support busy entrepreneurs who know that getting on top of their workplace systems and processes will smooth out the operational bumps that have been frustrating them and their team for too long. Clearing roadblocks of workplace confusion, conflict and complacency allows business owners to lead their staff into greater confidence, camaraderie and certainty. Best of all, with everyone on the same page, excellent performance will be consistent, and outstanding results will snowball. This is how you will create a more fulfilling workplace for your staff, driving your business through to growth that is certain and sustainable.

You are warmly invited to give Kerry Anne a call.

Learn how to turn your ideas today into a step by step Action Plan tailor-made to suit your growing business. There is nothing like a fresh pair of eyes and some expert advice to clear the way forward. Get your team busy expanding your empire... fast.

**Book Your Action Call HERE**



"Kerry Anne Nelson from Operation Verve is an organisational guru! We already had some processes in place and she not only helped us fix them up, but brought our processes and organisation to the next level. When you're a small business owner, it can be hard to get everything out of your brain, onto paper, but Kerry Anne helped us do just that."

**Melanie McVean, No Pong**



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## ABOUT OUR DIRECTOR

**K**erry Anne Nelson is known amongst her friends, family and clients to be a woman obsessed with formalising workplace processes to make things run smoothly. It was no surprise to her community when she decided to turn that into her career. Kerry Anne's life experience almost brought her to her knees when her husband passed away unexpectedly, and she was left to salvage a business that had no systems or processes in place. It was a nightmare.

**S**ince then, Kerry Anne has become Australia's most passionate advocate for systemising businesses. She takes business owners by the hand to help them avoid the pain of managing their staff without documented processes. She has so much to offer after two decades of hands-on practical experience growing her own businesses across service and retail industries, in both online and brick and mortar outlets. Kerry Anne now works as a Workplace Process Architect. She uses her Lean Six Sigma training to maximise her years of experience in strategic management, workplace training, business events, and team leadership to help clients achieve big wins in their ongoing business growth.

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