

General Manager

Wugu Nyambil (Holding onto Work) is a recently established employment service based in Yarrabah. The crucial role of the **General Manager** will report to a Board of Directors and will be required to provide senior leadership support to the organisation, will have corporate governance responsibilities, manage financial processes, oversee HR duties, deal with key community stakeholders, develop strong business contacts, work with funding bodies and ensure performance and contractual management levels are operating at high standards.

The successful applicant will need to have skills in the following areas:

- Proven demonstrated skills in senior leadership roles
- Qualifications in Business Management or similar
- Strong working knowledge of Employment Services, Community Services and/or Government funded programs
- High level reporting ability and communication skills
- Well developed financial literacy skills including budget forecasting, acquittals and reporting
- Understand corporate governance protocols and processes
- Ability to build networks with Yarrabah stakeholders and broker external relationships that will support the program.
- Skills in legislative requirements that will include Workplace Health and Safety, Human Resources, Quality Assurance, Equal Employment Opportunity, Anti-Discrimination etc
- Detailed experience working within Indigenous communities and a strong understanding of indigenous cultural protocols

This position will be based within the Yarrabah community

To apply for this role, along with your resume please provide a covering letter (no more than 2 pages) addressing your experience in relation to the primary responsibilities identified in the attached Position Description.

Applications are to be forwarded to Richard Wright, Human Resources Risk & Regulation Manager, Yarrabah Aboriginal Shire Council by email at rwright@yarrabah.qld.gov.au by the closing date.

For further information, you can also contact Richard Wright at the Council on (07) 4056 9120.

Applications close on Monday 29th April 2019.

WUGU NYAMBIL – Position Description

1. POSITION DETAILS

Position Title	General Manager
Company	Wugu Nyambil Ltd
Location	Yarrabah, Queensland
Reports to	Board of Directors
Supervises (if applicable)	Yarrabah Employment Service Staff
Position Type	Full Time

2. PURPOSE

A brief summary of the role

The General Manager will provide senior leadership, management and direction to deliver an effective Employment Service for the Yarrabah Community. Key tasks will be to develop high level stakeholder engagement protocols with community organisations, ensure connections with employers are developed, implementing effective human resource processes and developing entity governance controls.

The General Manager will take steps to ensure Participants are actively engaged with the service, financial viability is ensured, contractual and performance targets are met or exceeded, also develop frameworks and processes to deliver Capacity and Capability building activities for the organisation. Maximising business growth, diversity, innovation, social and employment outcomes are the main objectives for this role.

3. PRIMARY RESPONSIBILITIES & KPIs

Describe the key responsibilities and duties of the role

Leadership & Management

- Deliver effective communication and working partnerships across all stakeholders to the benefit of the Entity
- Ensure the Entities policy and procedures are adhered to at all times
- Foster a supportive and cooperative work environment that recognises and rewards achievement
- Ensure participants are prepared with the appropriate Social and Employment skills to transition into open employment
- Ensure staff are provided with adequate training and supports to deliver services within the pilot program
- Provide regular performance reports to the Board, Community and stakeholders on the implementation of the Service Delivery Model
- Develop and implement Strategic and Operation Plans for the successful delivery of services
- Create a positive community vision, working environment and team spirit within the service

Business Operations & Performance

- Handle all high level complaints, grievances and disputes within the entity's guidelines
- Provide the Board with policy options with respect to the area under review.
- Ensure the proper implementation of Board endorsed policies.
- As necessary, develop new and undertake periodic reviews of service policies and advise Board accordingly

- Produce / assist in the development and implementation of recruitment, selection, orientation, grievance, promotion, disciplinary and termination processes.
- Develop and implement a Training and Development Plan for all staff members (including Board members)
- Coordinate external support and service providers to assist with the capacity building of participants and the growth of the enterprise
- Identify and foster opportunities for business growth and partnerships that can benefit the entity
- Develop and implement processes that enable clear communication and effective work flows
- Ensure that any potential risks to the Entity are identified and communicated to Board, and provide potential solutions to minimise risk
- Liaise with external organisations, government departments, auditors, stakeholders as required, communicate findings to the Board and staff and implement corrective actions as per continuous improvement plans
- Identify gaps, efficiencies and improvements and provide fixes to bridge these gaps

Financial Management and Reporting

- Develop and assess the viability of the entity through the preparation and monitoring of annual budgets
- Manage budgets and compare against actuals. Ensure variances are reported accordingly
- Ensure expenditure is authorised and is within the limits and parameters of the approved annual budget or within the guidelines of the Funding deed.
- Monitor and interpret cash flows and predict future trends
- Ensure potential financial risks are promptly identified and corrective actions suggested
- Conduct reviews and evaluations for cost-reduction opportunities as required
- Develop external relationships with appropriate contacts, including financial institutions, funding organisations and Government Departments
- Ensure accurate financial reports are provided within specified timeframes for Board meetings
- Ensure appropriate insurance cover is available for Contractual obligations, building contents, staff and vehicles.
- Ensure quarterly reports are completed for the Dept for acquittal of Service and Outcome payment fees
- Be responsible for the purchase and management of company assets within the scope of entity policies

Client & Stakeholder Engagement

- Develop and maintain positive working relationships with Employers, Industry bodies, clients, contractors, partner organisations, community groups, government agencies and support services providers
- Negotiate and develop Memorandum of Understanding or Service Level Agreements with Stakeholders to maximise service delivery of both organisations to meet the goals of the employment Pilot program
- Ensure effective communication, liaison and follow-up with clients / employees and providers. Enabling effective negotiation to achieve outcomes
- Produce an Annual Report on the Entity and present this to the Entities Directors
- Coordinate and/or participate in key community advisory groups or reference committees
- Regular liaison with Traditional owner groups such as the Women's Elders Group, PBC etc
- Promote the Entity, its mission and its outcomes through the media, community meetings and other outlets including the public awareness of the successful work carried out by the service and of initiatives that are being implemented

Accountability

- Maintain confidentiality and adherence to all organisational policies and procedures by self and all members of the team and take action to address breaches when they occur
- Accept ownership of the actions, outcomes and strategy of the Entity through transparent and honest activities, services or programs

- Ensure successful delivery and operation of the Entity which provides a high quality Community driven Employment service.

Workplace Health & Safety

- Adhere to requirements, policies and procedures in line with regulations and legislation as well as EEO and employment diversity principles and practices.
- Monitor WH&S systems to ensure 100% of WH&S meetings, site and vehicle inspections are completed as required.
- Ensure 100% of incidents and injuries are reported and corrective actions are taken in accordance with policy.

While a representative of the duties and responsibilities of the role, this Employment Position Statement does not imply that these are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

4. KNOWLEDGE / EXPERIENCE / QUALIFICATIONS

What specific knowledge / experience / qualifications are required for this role

Essential:

1. Extensive experience in Business Management and/or operating private enterprises
2. Strong knowledge, understanding, preparation and delivery of financial budgets and reports
3. Ability to work with teams and staff from diverse backgrounds
4. Excellent communication skills both written and verbal
5. Experienced in working with stakeholders and organisations from remote indigenous communities
6. Strong interpersonal and problem solving skills
7. Understanding and knowledge of Australian Indigenous culture and protocols.
8. Ability to implement processes and drive policy for successful delivery of programs
9. Demonstrated organisational and time coordination skills, self-driven, results-orientated with a positive outlook, a clear focus on high quality and efficient marketing activity
10. **Technology literate including strong skills in using Windows based software, Internet, Email, MS Word, Excel etc**

Desirable:

- a. **Experience with contemporary Human Resource, Quality Assurance, Contractual and Performance Management frameworks**
- b. **Understanding or ability to learn about Employment Service programs and operational requirements**
- c. **Significant understanding of the complexity and nuances of working with government contracts and Indigenous communities**