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| POSITION TITLE: General Manager of Zapti | REPORTS TO: CEO of Westhaven | LOCATION: Flexible (<i>Remote & Onsite</i>) |
| NUMBER OF DIRECT REPORT: 4– 6 direct reports | | DATE REVIEWED: November 2024 |

ROLE PURPOSE:

To lead an Organisation delivering best-in-class disability facilities management services with a focus on quality, safety, customer satisfaction, and financial sustainability. The General Manager will ensure that all facilities are managed in accordance with service agreements, relevant standards, legislation, industry best practices and will contribute towards Westhaven Groups overall mission and values.

KEY RESPONSIBILITIES: *Duties include but are not limited too*

Operational

- Accountable for the Profit & Loss of the organisation
- Oversee the day-to-day operations of the business, ensuring efficient service delivery.
- Manage the implementation of the business strategy, including security, maintenance, and facility management for internal and external clients.
- Develop and lead business strategic initiatives that align with organisational goals, drive growth, and enhance operational efficiency
- Supervise and coordinate work with contractors and subcontractors, ensuring that agreed work is completed to industry standards.
- Monitor and report on performance against agreed service levels to internal and external stakeholders.
- Achieve targets outlined in service agreements with customers.
- Recruit, develop, and mentor a high-performing team of facilities management professionals.
- Forecast and manage labour resources in line with anticipated service demand.
- Maintain and enhance a comprehensive catalogue of facilities management, fleet management, property establishment, and NDIS modification services.
- Foster a culture of best practice in property and facilities management.

- Use performance management techniques to monitor and demonstrate achievement of agreed service levels and lead improvement initiatives.
- Contributed to the planning and construction of Specialised Disability Accommodation (SDA) projects.
- Attract and retain talent to deliver the business plan.

Governance and Compliance

- Manage risk and compliance across all operational areas.
- Develop, review, and maintain all required policies, procedures, registers, and documentation.
- Ensure health and safety responsibilities are managed effectively.

Business Development

- Identify and develop new business opportunities to drive growth.
- Establish service contracts with a diverse range of Westhaven and external customers.
- Cultivate and nurture relationships with internal and external customers, proactively addressing any conflicts.

Financial and Commercial

- Oversee budget planning and maintain full accountability for annual operating budgets.
- Monitor key financial metrics, ensuring operations remain within approved budget parameters.
- Negotiate pricing structures that align profitability with market competitiveness.
- Establish competitive pricing and terms with external suppliers and subcontractors.

Reporting

- Provide weekly and monthly updates and operational reporting to the executive directors.
- Prepare quarterly reports for presentation to the Zapti Board.

KNOWLEDGE, SKILLS & EXPERIENCE:

- Excellent communication skills.
- Strong customer service orientation.
- Strong financial and analytical acumen.

- Proven people management abilities.
- Demonstrated project management skills, particularly in leading large-scale projects.
- Experience in property development and facilities management.
- Strong understanding of procurement and contract management.
- Proven experience within the Disability Sector (*NDIS & Department of Communities & Justice.*)
- **Tertiary qualification in business management, engineering, or facilities & property management accreditation, or significant industry-related experience.**

KEY COMPETENCIES:

- **Leadership:** Ability to inspire, motivate, and build a cohesive team dedicated to achieving organisational goals.
- **Strategic Thinking:** Strong aptitude for analysing market trends and developing long-term strategies for growth.
- **Customer Focus:** Commitment to understanding and addressing customer needs and enhancing their experience.
- **Problem Solving:** Proficient in identifying issues and implementing effective solutions promptly.
- **Financial Acumen:** Ability to interpret financial data and make informed decisions to enhance profitability.
- **Change Management:** Skilled in managing change and guiding the organisation through transitions smoothly.

CHALLENGES:

- **Navigating Regulatory Changes:** Keeping up-to-date with evolving regulations in the disability and housing sectors and ensuring compliance.
- **Resource Allocation:** Balancing resource needs with budget constraints while anticipating fluctuations in service demand.
- **Stakeholder Management:** Effectively managing the diverse interests and expectations of various stakeholders, including clients, staff, and regulatory bodies.
- **Market Competition:** Staying competitive in a dynamic market while maintaining high service quality and customer satisfaction.
- **Team Development:** Continuously developing a skilled and motivated team amid changing business demands and operational challenges.