

Position description

General Manager – Corporate Services



Position summary

Position title (ID)	General Manager – Corporate Services		
Career level	General manager	Position category	Full-time/Permanent
Business unit	Corporate Services	Location	Port Melbourne
Reporting to	CEO	Direct reports	<ul style="list-style-type: none">• Senior Manager – Finance & Administration• Senior Manager – Supply Chain• Senior Manager – Information Technology• Venue Manager
General description	<p>The General Manager - Corporate Services is responsible for the overall development and delivery of Life Saving Victoria's (LSV) corporate services including finance, office administration, information technology, facilities management, supply chain and functions/venue management.</p> <p>In partnership with the executive team, the General Manager - Corporate Services develops, implements and maintains high quality corporate services portfolios to support the delivery of consistent and efficient programs and services in alignment with LSV's strategic priorities.</p>		
Governing councils	LSV Board Finance Risk and Audit Committee		

Who we are

Overview of LSV	<p>Our mission is to prevent aquatic related death and injury in all Victorian communities.</p> <p>Our vision is that all Victorians will learn water safety, swimming and resuscitation and be provided with safe aquatic environments and venues.</p>
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Who we are

Our values	<p>At LSV our core values help us in our decision-making and guide the way we treat volunteers, our community and each other. They are the standard by which we and others will judge the actions of LSV.</p> <ul style="list-style-type: none">• Positive and respectful relationships (cultural and intergenerational)• Being open, welcoming, and inclusive• Personal development through a commitment to lifesaving• Develop healthy lifestyles• Taking personal responsibility for betterment• Being relevant in today's and tomorrow's society• Efficient and appropriate use of available resources• Building stronger and safer communities
Safeguarding children	<p>It's everyone's responsibility at LSV to understand and comply with LSV's and SLSA's Safeguarding Children and Young People guidelines.</p>
Risk and safety	<p>We always take a risk-based approach, ensuring we are informed in our decision making. The safety of our staff, volunteers, and the community is at the forefront of our decisions and activities.</p>

Key responsibilities

- Oversee effective financial management, accounting, and compliance for the organisation, including LSV's budget process, end of year audits, cash flow and expenditure management, strategic financial planning, relevant policies and processes, payroll, statutory and taxation compliance (including the financial compliance elements required of LSV being a Registered Training Organisation) and insurance.
- Lead the financial and statutory reporting for the organisation, including accurate and timely production of month-end financial reports for each business unit, financial reports as required by the CEO, Executive Team, Board, and Finance, Risk and Audit Committee (FRAC), regular, statutory reporting (including but not limited to FBT, BAS, Australian Charities and Not for Profit Commission (ACNC) and Workcover) and reporting for compliance and acquittal of all major grants.

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Key responsibilities

- Maintain strong relationships with members and other stakeholders including managing the insurance program for LSV, related entities and affiliated clubs; provide secretariat support for the FRAC; liaise with government, national life saving bodies, sponsors and supporters.
- Oversee and lead LSV's business and infrastructure management, including
 - Corporate IT & C strategy, maintenance and support services. This includes overseeing the development, implementation and continuous improvement of LSV's corporate IT strategy and business continuity/disaster recovery plan
 - Asset management; procurement and management of fleet vehicles, telephones, computers and other required assets and tools
 - Records management; effective management of LSV information and records; develop and maintain best practice policy, protocols and operating procedures, standards, and systems for LSV. Oversee a quality management approach to records management
- Oversee the LSV supply chain functions, including the warehouse management and strategic oversight of the retail business, ensuring a focus on growth, quality, agility and efficiencies
- Effective management and facilitation of all services required to ensure continuous and cost-efficient maintenance of LSV's State Centre and other LSV facilities and related infrastructure, including management of contractors, suppliers and in-house resources to achieve service-level outcomes, compliance with OHS legislation, ESM and landlord requirements
- Provide strategic management and oversight for the functions and events centre "The Views". Oversee the development and maintenance of robust business model to ensure a sustainable and efficient business
- As an executive team member, provide leadership to LSV staff and members and develop a culture of high-performance, continuous improvement and innovation.

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Liaison and key relationships

Internal <ul style="list-style-type: none">• LSV executive group• Business unit managers• LSV staff• LSV board of directors• LSV volunteers• LSV community organisations	External <ul style="list-style-type: none">• Key service providers• Sponsors & in-kind supporters.• Corporate partners• National SLSA, SLSF & RLSSA regarding financial, insurance and business initiatives• Other police and emergency service sector agencies
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Experience and qualifications

Essential experience and qualifications	<p>To be successful in this role you must have:</p> <ul style="list-style-type: none">• 10+ years' relevant senior management experience leading multi-discipline teams, as well as extensive experience in key facets of financial management including developing and maintaining complex budgets and cash flows, overseeing creditors and debtors, and statutory compliance• Tertiary qualification/s in business and/or financial management or equivalent, CPA is highly regarded.• A demonstrated ability to take a strategic and analytical approach to business improvement initiatives including developing workflows, processes, business cases and operational planning, as well as quality management experience, understanding of best practice standards and sound knowledge and exposure to best practice document management principles• Demonstrated success in taking a customer/stakeholder focused approach, including initiation of improvements, streamlining and efficiencies for the benefit of customers and staff• Experience in leading development, implementation and continuous improvement of corporate IT, cyber security risk/strategy and IT&C business continuity/disaster recovery arrangements• Proven ability to monitor, maintain and support IT&C systems and related infrastructure, and provide high-quality, customer-focused IT&C support services.• Experience and/or exposure to procurement and management of fleet vehicles and other required goods and services• Experience in establishing and maintaining robust information and records management systems and developing best practice policies,
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	<p>protocols, operating procedures, standards and systems across the scope of corporate services.</p> <ul style="list-style-type: none">• Experience setting, monitoring, and driving quality focused team and organisational performance indicators, targets and service benchmarks.• Experience and expertise in the maintenance of organisational policies, procedures, and service benchmarks; and management of vendors, suppliers, and service providers.• Must have, or be able to obtain an employee Working with Children Check and police check.
Desirable experience and qualifications	<p>Whilst not essential, the following will also help you be successful in this role:</p> <ul style="list-style-type: none">• Experience working with and supporting boards & Committees• Current CPA qualification highly desired• An understanding of the financial management needs of a community based Not-For-Profit organisation• Experience in negotiating with, sourcing and acquitting funding from government• Good IT Skills and strong computing skills, understanding and use of applications within a Microsoft Windows - MS office environment• Commercial experience required, with retail, events management and/or hospitality experience• Current Drivers Licence or the ability to obtain.• Knowledge of water safety, lifesaving, Life Saving Victoria, Surf Life Saving Australia and Royal Life Saving Society Australia.

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General manager capabilities

The LSV capability framework describes the capabilities, expressed as behaviours and skills, which set out clear expectations about performance at LSV. Core capabilities describe the behaviours and skills fundamental to delivering LSV's mission and vision and supporting capabilities describe behaviours and skills that enable this success. Below are the capabilities required for this position.

Core capabilities

Knowing our sectors	Champions maintaining a deep knowledge of relevant sectors and leverages this to make decisions on LSV's strategic direction. Encourages a culture of entrepreneurship through empowering managers to make evidence-based decisions independently based on their knowledge of the sector(s) and LSV's mission, vision and operating models.
Driving results	Takes ownership for delivering significant aspects of team and organisational plans against agreed measures, targets and deadlines. Sets specific, challenging, timebound (but realistic) goals for the team and develops criteria for measurement. Drives team members to consistently achieve optimal outcomes despite operational challenges and setbacks that may derail original plans.
Focusing on stakeholders	Conducts evidence-based analysis to extend and develop insights into stakeholder needs and uses this information to input to LSV operating models. Ensures all activities of the team(s) they lead balance-stakeholder and LSV requirements.
Managing risk and compliance	Identifies where improvements to managing risk can be made within own remit of responsibility in alignment with team and organisational plans. Establishes and enforces relevant risk management practices and processes to ensure the team(s) they lead operate in a risk-aware and compliant manner.
Leading people	Leads others by example by modelling expectations and demonstrating strong personal performance and development. Works within systems that reflect and uphold LSV's values. Coaches others through open conversations to define appropriate developmental action plans. Holds direct reports accountable for performance goals, and ensures they do the same with employees within their teams.

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Supporting capabilities

Innovation	Develops tactical plans that feed into LSV's strategic aims for innovation and change. Leads team(s) to take a creative approach to problem solving regarding processes, procedures and operations in line with operating plans. Drives the delivery and implementation of new solutions.
Agility	Adapts and works flexibly in ambiguous situations. Leads others by example by demonstrating focus during times of uncertainty and change. Advocates for individuals within the team(s) they lead to gain experience and training to enable them to approach problem solving in a dynamic and flexible way. Creates a positive atmosphere for trying new approaches or methodologies.
Collaboration	Identifies opportunities to bring stakeholders together, to share information which supports delivery against organisational plans and targets. Supports a collaborative culture by encouraging the exchange of ideas, both within the team(s) that they lead and more broadly across LSV.
Communication	Employs a range of communication strategies to get things done. Takes the lead in creating an environment that encourages open and honest communication. Manages communications of importance both internally and externally facing, which have long-term implications for LSV. Confidently represents LSV at external forums and skilfully varies communication style to suit audiences, including senior stakeholders/ participants and large groups.
Being your best	Remains composed and calm and acts constructively in highly pressured and unpredictable environments and encourages others to do the same. Builds and monitors a workplace culture that enables diversity and fair and inclusive practices and implements practices and systems to ensure individuals can participate to their fullest ability. Acts as a role model through sharing and participating in healthy habits and betterment and encourages others to do so. Is supportive of, and maintains an open mind, to the diverse needs of others to be their best.