



Position Description

POSITION:	Centre Manager
REPORTS TO:	Chief Executive Officer
DIRECT REPORTS:	Office Administrator
LOCATION:	Surry Hills, Sydney Hybrid work environment
HOURS OF WORK:	21.6 hours per week (3 days/week), possible extension of hours depending on funding
CLASSIFICATION:	Level 7, Social, Community, Home Care and Disability Services Industry Award 2010 + 10%
DATE PD APPROVED:	December 2022

ROLE PURPOSE:

The Centre Manager is responsible for leading and coordinating an efficient and effective operational environment and managing operations support in the areas of finance, ICT, human resources, administration, service provision, and governance.

Key performance indicators and goals will be agreed with the Executive Director.

KEY ACCOUNTABILITIES & MAIN ACTIVITIES

Strategy & Planning

- Contribute to the development of the Centre's strategic plan and lead the implementation of the Centre's strategic objectives within areas of responsibility.
- Coordinate strategic and operational planning processes and events.
- Prepare documentation for strategic and operational plans and coordinate input from CEO, Principal Solicitor and relevant staff.
- Coordinate implementation of impact evaluation framework.

Governance

- Coordinate and prepare reports for the Board.
- Attend and present at Board meetings and sub-committee meetings as required.
- Manage the logistics for Board and sub-committee meetings including dates and circulation of documentation.

- Coordinate and plan for the Annual General Meeting, prepare documentation for approval and distribution, and attend / present at the AGM.
- Coordinate the production of the Annual Report, drafting content as required.
- Coordinate the Centre's policy and procedures development and review framework and develop policies and procedures in the area of financial management, human resources, recruitment, ICT systems, file management, and workplace health and safety for review / approval by CEO.
- Coordinate compliance with workplace health and safety legislation, policies, and procedures.
- Coordinate compliance with and reporting under the National Accreditation Scheme.

Funding & Fundraising

- Design and implement systems to track and manage funding acquittals and other funder reports.
- Manage system for identifying and tracking grant opportunities.
- Manage database for donors / funders and potential donors / funders.

Financial Management

- Draft annual budget that implements financial strategy and present to the relevant Board sub-committee.
- Advise on, monitor and manage all financial policies and procedures for budgeting, reporting, accounts payable, accounts receivable and payroll.
- Negotiate with external service providers to set service level agreements.
- Coordinate annual financial audits and present audit reports to the relevant Board sub-committee.
- Liaise with banks and other financial service providers, approve payroll and payment of accounts.
- Approve payments within financial delegations' policy.
- Resolve payroll issue and escalate as required.

Human Resources

- Prepare position descriptions for direct reports for review / approval by CEO and review existing and new position descriptions and make recommendations as to classification.
- Coordinate recruitment activities in accordance with the recruitment policies and procedures and participate in recruitment panels as required.
- Design and coordinate orientation and training for new employees.
- Establish and maintain systems for tracking due dates for probation completion, performance review and staff anniversaries.
- Maintain personnel records.
- Lead performance reviews of direct reports.
- Coordinate staff and casework meetings.
- Coordinate Volunteer Program, including coordination of recruitment, induction, training and rostering.
- Assist the CEO with enterprise agreement negotiations and industrial disputes.

Operations Management

- Oversee the provision of operations support services, including information and communication systems, software and hardware, office equipment and supplies, and repairs and improvement to office premises.
- Oversee staffing and operations of reception.
- Share management of security at the Centre, including alarms.
- Lead negotiations for lease and sublease, and prepare for Board approval.
- Maintain and review risk management systems.

General duties

- Work collaboratively with colleagues.
- Comply with organisational policies and procedures.
- Fulfill personal obligations for workplace health and safety.
- Participate in performance development activities such as training and performance reviews.
- Participate in organisational planning initiatives.
- Show initiative in identifying needs of and opportunities for the Centre.
- Act ethically.
- Work in alignment with the ethos and values of the Centre.
- Undertake other duties within the scope of this role as required.

QUALIFICATIONS & EXPERIENCE

The Centre Manager must have the following qualifications and experience:

- Relevant tertiary qualifications, or extensive and well-referenced relevant experience;
- Experience as a senior worker in a relevant organisation (e.g., community legal centre, trade union, community or Not for Profit organisation); and

SELECTION CRITERIA

A successful applicant will be selected depending on the degree to which they demonstrate the following:

1. Relevant tertiary qualifications, or extensive and well-referenced relevant experience.
2. Successful track record of managing operations in a small to medium size organisation, such as finance, ICT, administration and facilities.
3. Knowledge of governance and strategic planning processes.
4. Experience in managing a small team.
5. Well-developed numeric, problem solving and analytical skills.
6. Ability to liaise with a range of stakeholders with strong negotiation and interpersonal communication skills.

7. Experience in managing multiple projects and work activities and responding to changing responsibilities and demands.
8. Professional writing skills as applied to report writing, policies and procedures (with an eye for detail).
9. Highly developed computer literacy across the Microsoft suite and databases.
10. A demonstrated commitment to social justice.