

ROLE TITLE: General Manager, Corporate Services (GMCS)

AREA: Corporate Services

REPORTS TO: CEO

OUR VISION:

A world where every person is welcomed

OUR PURPOSE:

Working together to create possibilities for a great life

OUR VALUES:

GENEROSITY

We respond to others with generosity and kindness

INTEGRITY

We do what we say we will do

CONVICTION

We give our hearts and minds in an effort to understand others

COLLABORATION

We work together, nurturing strong relationships

Purpose of the Area/ Service:

To provide effective financial and business support services to Unisson Disability's client services and corporate services operations as well as other internal stakeholders through systems and procedures that aim to continually improve our efficiency, performance and capacity.

Purpose of the Role:

This role supports Unisson to deliver quality services to its clients and families through:

- Taking the lead on creating a financial sustainable organisation in the NDIS consumer driven environment.
- Provision of back-office support services including finance, ICT, property and fleet management
- Contributing to innovative and strategic initiatives within the executive leadership team.

Success Measures of the Role:

- Financial sustainability
- Accuracy and timeliness of financial reporting
- Level of financial literacy across the organisation
- Corporate services team performance (including stakeholder feedback)
- Additional performance measures as provided year by year

Role Specific Responsibilities:

- Ensure work performance, practice and the delivery of service is consistent with the National Standards for Disability Services, Disability Inclusion Act 2014, Unisson Disability's purpose and values, policies and procedures including the Code of Conduct.
- Take reasonable care for your own health and safety at the workplace by complying with the Work Health and Safety (WHS) Act 2012. Report and monitor safety processes in accordance with procedures.

Professional Responsibilities:

- The GMCS is responsible for implementing and achieving all Company objectives relating to business and finance, IT, property, fleet and other back office support. The GMCS must ensure that all statutory and regulatory corporate governance requirements, as well as the general law, are satisfied whilst achieving these objectives and that confidence in the company's integrity is maintained.
- The GMCS is responsible for the day-to-day management, development and support for all corporate services needs of Unisson. It is the responsibility of the GMCS to determine the work, team structure and priorities of corporate services to best achieve the objectives and policies determined by the Board through the CEO so as to achieve long-term optimal standards of care and financial sustainability.
- Provide support functions to the CEO for the operations and development of Unisson, particularly in relation to areas including (but not limited to):

1. Manage, along with other Executives, the delivery of Unisson's strategic plan and the ongoing business of Unisson in accordance with the policies, strategy and plans approved by the Board and other Board directions to the CEO.

2. Oversee cashflow planning, develop and oversee an investment and asset management strategy and ensure availability of funds as required through the effective application of sound financial strategies and decisions.

3. Provide effective leadership to the finance professionals in their delivery of high quality work including:

a. Ensuring the procedures and systems in place afford adequate accounting control;

b. Developing and utilising forward-looking, predictive models and activity based financial analysis to provide insight into Unisson's operations and business plans.

c. Development and monitoring of budgets, financial business plans and forecasts.

4. Ensure timeliness, accuracy and usefulness of financial and management reporting to funders, the CEO and Executive Management Team and Unisson's Board and oversee the preparation and communication of regular financial statements.

5. Oversee the co-ordination of audits, compliance with all relevant taxation legislation and procedures and the analysis and consolidation of all cost allocation procedures.

6. Ensure legal and regulatory compliance regarding all financial functions

7. Represent Unisson to financial partners and key stakeholders, including but not limited to financial institutions, partners and donors, auditors and state and federal departmental representatives

8. Remain up to date on not for profit audit best practice as well as state and federal legislation regarding not for profit organisations

Other duties:

- Complete any other duties as may be required from time to time by the Chief Executive Officer

Qualifications:

- Tertiary qualifications in business or accounting plus CPA or CA
- Substantial leadership experience
- NFP sector experience highly regarded but not essential
- NDIS knowledge highly regarded but not essential

Skills, Abilities & Personal Characteristics:

- Genuine commitment to social justice for people with a disability
- Values-driven leadership style with the ability to coach and develop others
- Emotional intelligence, resilience and personal drive
- Exceptional financial management skills as applied to developing funding models, financial management, expenditure control and transactional management (AR, AP, payroll)
- Highly-developed conceptual and analytical skills
- Strong interpersonal skills, comfortable interacting with a wide variety of stakeholders (internal and external)
- Good general management skills and experience covering operations, finance, ICT, property maintenance and fleet management (or appetite to learn and step up)
- Strong written communication skills
- Insight as to how to balance community outcomes with organisational viability
- Demonstrated ability to respond appropriately to the risks and opportunities in the external environment
- Highest levels of integrity and ethical behaviour
- Ability to adapt and innovate to changing situations
- Total commitment to the achievement of Unisson's goals
- Respect for the decisions of the CEO and the Board

Position Dimensions:

Direct Reports: 4

Indirect Reports: 10

Levels to Chief Executive Officer: 1

ROLE CAPABILITIES:

DIMENSIONS	CAPABILITY	COMPONENT
	BUSINESS UNDERSTANDING	<p>DEFINING BUSINESS PARAMETERS: to define internal business parameters based on the vision and the company strategy in order to optimise all processes</p> <p>CROSS-FUNCTIONAL THINKING: to develop an ample understanding beyond the scope of the different departments and to assess and quantify the implications of decisions in other areas</p> <p>UNDERSTANDING BUSINESS ISSUES: to understand business parameters and developments in the market and external environment. To keep track of evolutions in order to stay ahead of the competition in developing the business</p>
	DEVELOPING VISION AND STRATEGY DETERMINING	<p>DEVELOPING COMPANY VISION: to integrate market data and the organisational business plan in a coherent vision, mission and general policy, which will have a positive medium and long-term impact</p> <p>DEVELOPING STRATEGY: to develop an organisational strategy and a coherent strategic plan, in accordance with the mission and vision of the organisation and based on often incomplete and ambiguous information about a series of market variables</p>
	ENTERPRISING	<p>BUILDING UNISSON DISABILITY: to implement the strategy by developing the organisational politics, processes and the long-term goals and by reacting to changes in Unisson's structure</p> <p>IDENTIFYING BUSINESS OPPORTUNITIES: to have an eye for business opportunities and possible threats; to understand them and to react to them. To react in a way that goes beyond the apparent possibilities</p> <p>SHOWING BUSINESS FOCUS: showing insight into the consequence of decisions for Unisson and aiming to optimise the company's scorecard results. To perpetuate and expand the company's success</p>
	DIRECTING TEAMS	<p>FACILITATING CO-OPERATION BETWEEN DEPARTMENTS: to guide department managers in achieving objectives through collaboration across multidisciplinary teams</p> <p>PROVIDING DIRECTION: to indicate the direction in which the organisation aims to develop. To steer multidisciplinary teams in that direction</p> <p>MAPPING COMPETENCIES: to assess competencies correctly, objectively and in a balanced way and to use them in the most effective way</p>
	VISIBLE LEADERSHIP	<p>EMBODYING THE VISION: to inspire others on the long term based, on a vision. To spread and radiate the company's vision</p> <p>EMBODYING THE COMPANY VALUES: to inspire others on a long-term basis by emanating the company values</p> <p>ACTING AS A ROLE MODEL: to act as role model to others by setting an example in the organisation</p>

ROLE CAPABILITIES:

DIMENSIONS	CAPABILITY	COMPONENT
	<p>NETWORKING</p>	<p>SELECTING KEY BUSINESS PARTNERS: to identify the right business partners, to develop and make use of formal and informal networks in order to achieve the objectives.</p> <p>ESTABLISHING STRATEGIC ALLIANCES: to establish strategic alliances that are crucial to maintain the organisation.</p>
	<p>RELATING</p>	<p>ASSOCIATING WITH PEERS: to proactively establish and maintain formal and informal contacts within the business, in order to stay up to date with the most recent developments and operating context of all areas of Unisson</p> <p>RELATING ACROSS LEVELS: to maintain trust-based relationships throughout the various organisational levels. To get along with people across all levels of Unisson</p> <p>BUILDING UP EXTERNAL RELATIONSHIPS: proactively building and maintaining formal and informal contacts with external stakeholders, customers, the wider community, official bodies and organisations</p>
	<p>ORGANISATIONAL STEWARDSHIP</p>	<p>SHOWING PERSONAL ACCOUNTABILITY: to show personal accountability for the achievement of the objectives; to accept shared and final responsibility towards Unisson and the shareholders</p> <p>MAINTAINING AWARENESS OF THE MARKET: to keep up to date with the organisation's market and to monitor the actions of the competition</p> <p>MAINTAINING AWARENESS OF ORGANISATIONAL ISSUES: to stay aware of the organisational politics and objectives. To develop them, maintain them and adapt to any changes</p>