



Position Description

POSITION DETAILS

Position Title:	Corporate Services Manager		
Location:	National Office		
Reports To:	Deputy Chief Executive Officer		
Direct Reports:	Memberships & Partnerships Coordinator Salesforce Administrator		
Employment Status	Full time <input checked="" type="checkbox"/>	Part time <input type="checkbox"/>	Casual <input type="checkbox"/>

1. Purpose of Position (briefly describe overall purpose of role)

The Corporate Services Manager is responsible for;

- providing exceptional leadership and management of the Continenace Foundation’s business operations with a special focus on ICT
- Overseeing the daily operations of the Foundation and its various components, ensuring compliance with local, state, and federal policies and regulations
- Participating in and coordinating the design and implementation of data collection and analysis systems for the Foundation to include computer, and/or network systems, applications programs, and administrative procedures.
- Design and curate a nationally relevant program for members to inform, educate, engage and stimulate and advance members’ thinking and philanthropic practices
- Representing the organisation at various community and/or business meetings, committees, and task forces; promotes existing and new programs and/or policies.

2. Key responsibilities and performance indicators

Key Responsibilities	Performance Indicators
Leadership and Management of Operations	<ul style="list-style-type: none"> • Manage the day-to-day operations of the organisation • In collaboration with the DCEO, develop and execute an annual Operational Plan that meets strategic and operational goals, and continuous improvement opportunities • Mentor staff and manage business functions including overseeing team’s commitment to: <ul style="list-style-type: none"> ○ Excellent client and customer standards ○ Maintaining relevant industry and other standards • Understanding needs and maximising customer, donor and customer outcomes



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	<ul style="list-style-type: none"> • Contribute as a skilled and productive member of the Leadership team by participating in activities to achieve strategic and organisational goals including planning, reporting and KPI monitoring • Coordinate with and escalate strategic and operational issues and risks for the Business Operations in a timely manner • Provide monthly reports to the DCEO on business operations
<p>Information and Communication Technology</p>	<ul style="list-style-type: none"> • Research and analyse industry ICT developments to provide information for strategic and operational goals through the development and implementation of an IT Roadmap • Lead and coordinate the introduction of new technology, software upgrades and enhancements, ensuring staff are adequately trained when they are introduced • Devise an ICT development strategy including use of PC's, laptops, mobile devices, network infrastructure, network appliances and peripherals, working collaboratively with the team and Managed Services provider. <p>Accountabilities Key Activities & Expected Outcomes</p> <ul style="list-style-type: none"> • Manage the ICT Managed Service Agreement • Manage the ICT assets, troubleshooting and resolving issues • Defining the IT direction for strategic platform and working closely with other areas of the organisation which utilise these platform(s) • Ensure that all ICT licenses are appropriate, adequate and up to date • Implement an effective CRM for improved customer management processes and service to customers (staff and consumers) • Tracking all aspects of commercial activity enabling business
<p>Membership Management and Services</p>	<ul style="list-style-type: none"> • Establish a national membership management strategy – including retention and renewal, new member acquisition, peer networks and connections, tailored member servicing and support. • Track and report on progress to CEO and the Management team.



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	<ul style="list-style-type: none"> • Identify new opportunities, build awareness, and showcase the Foundation to the Continenace sector and other relevant stakeholders/ industry. • Develop and deliver a consistent high-quality level and affordable package of services for members, and appropriate fee levels to facilitate member acquisition and retention strategies • Enhance and more effectively utilise the CRM systems to ensure that it captures and provides value added data to help inform the national membership strategy and business strategy. • Meet member recruitment and member retention targets. • Developing suitable campaigns to engage new stakeholders. • Ensure appropriate financial membership management processes and systems are in place, ensuring sustainable growth of organisational membership • Track, assess and report on member satisfaction and needs, through the annual membership survey and other feedback mechanisms. Analyse the data and prepare recommendations to help inform business strategy. • Maintaining accurate membership records and financial reports. • Reporting key statistics and highlighting trends. • Manage the volunteer program including IT support and policy and procedure review.
WHS (staff and volunteers)	<ul style="list-style-type: none"> • Support a strong and flourishing team environment consistent with the Foundation’s values • Work collaboratively with the Work Health & Safety Representatives to foster a safe and healthy work environment • Provide the CEO with regular WH&S reports
Asset Management	<ul style="list-style-type: none"> • Ensure operational assets are well maintained through a system of audits and maintenance plans
Organisational Development	<ul style="list-style-type: none"> • Maintain alertness to developmental opportunities including: <ul style="list-style-type: none"> ○ opportunities to offer additional services to existing or potential clients ○ potential volunteers



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	<ul style="list-style-type: none"> ○ donor or supporter opportunities and networks ○ Support marketing initiatives and organisational development activities as required ○ Identify and contribute to the development of funding submissions as required
Personal & Professional Development	<ul style="list-style-type: none"> ● Strive to build on existing skills and capabilities (actively seek opportunities to improve skills and competencies) ● Attend & contribute to organisational training sessions ● Proactively prepare for cooperative planning process ● Complete personal actions in personal development plan ● Proactively seek feedback on work performance
Work & Time management	<ul style="list-style-type: none"> ● Manage time effectively to meet individual and team objectives, as well as required deadlines ● Where appropriate, delegate tasks to relevant staff or areas for better utilisation of time and resources ● Manage self-balance between work and life

KNOWLEDGE, SKILL AND EXPERIENCE REQUIREMENTS

Education/Qualifications	<ul style="list-style-type: none"> ● Bachelor of Business/Commerce (or equivalent) ● Previous experience working within the health or not for profit sector preferred. ● Previous experience managing a team.
Computer/Software	<ul style="list-style-type: none"> ● Intermediate to advanced computer skills, including knowledge of MS Suite (Word, Excel, etc.) Salesforce and other relevant platforms
General	<ul style="list-style-type: none"> ● Ability to simultaneously coordinate multiple projects, across a range of projects and activities. ● Motivated, self-starter with flexibility to work towards the needs of the organisation. ● Strategic thinker, capable of thinking outside the square. ● Proven interpersonal and people management skills. ● Excellent written and verbal communication skills and attention to detail. ● Highly organised with the ability to undertake a structured approach to tasks.



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- Able to meet strict project timeframes and budgets.

WORKPLACE HEALTH AND SAFETY

The Employee is responsible and accountable for:

- Compliance with workplace health and safety policies and procedures for risk identification, risk assessment and risk control. Refer WHSP01 Work Health & Safety; WHSP07 Smoking, Drugs and Alcohol.
- Active participation in activities associated with the management of workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace. Refer WHSP05 Incident and Accident Reporting Management.

QUALITY MANAGEMENT

The Employee is responsible and accountable for:

- Familiarity and compliance with all Company Policies.
- Active participation in training activities associated with Company Policies.
- Supporting the Continenace Foundation’s commitment to quality improvement and contributing to the achievement of contractual deliverables.

This position description has been designed to indicate the general nature and level of work performed by employees within this position. It is not designed to contain or be interpreted as a total inventory of all duties, and responsibilities that may be required of employees assigned to the role.

EMPLOYEE DECLARATION

I

(Applicant’s Name)

hereby understand and accept the conditions of the position description as detailed herein for the position of

(Position)

Applicant’s signature

Date