

# General Manager – Corporate Services

## Role Highlights

<b>Title</b>	General Manager – Corporate Services
<b>Employment</b>	Permanent, full-time
<b>Hours</b>	8:30am – 5pm, Monday to Friday
<b>Location</b>	Head Office - 250 Newnham Rd, Mount Gravatt, Qld

## Role Purpose

1. maximise productivity from the service teams;
2. ensure services and deliverables meet or exceed requirements;
3. be the representative for key commercial relationships;
4. complete the tasks delegated by the directors; and
5. keep the directors informed of key aspects business operations.

## Background

TriCare Limited employs approximately 50 staff across multiple departments, all working at Head Office. The staff provide corporate and administrative services to aged care facilities and retirement villages. There are two executive directors involved in the business, and the Board is responsible for the strategic direction of the business. The business has no CEO or COO.

## Role Summary

This is a hands-on active management role. It requires daily team meetings and a weekly meeting with the Board. The position manages the performance of 10 teams, comprising approximately 45 staff, with a focus on prioritising work and managing workloads to meet due dates. This is a strategic-free role.

## Candidate Characteristics

The candidate needs to be results focused. The role requires significant hands-on experience holding employees accountable for the efficient and effective production of work.

## Position Parameters

<b>Reporting to</b>	Board of Directors
<b>Staff directly supervising</b>	Accounting Manager, Administration Manager, Chief Information Officer, Group Facilities and Asset Manager, Human Resources Officer, Marketing Manager, Residential Contracts Manager,

	Retirement Living Manager, Client Services Manager, and Workplace Health and Safety Manager.
<b>Staff responsible for</b>	TriCare Limited employees (excluding Finance Manager, Property and Planning Manager and Executive Directors).

**Detailed Description of the Position**

<b>Management of staff</b>	<ul style="list-style-type: none"> <li>• Ensure all staff have a specific list of functions for their role;</li> <li>• Ensure staff prioritise their work;</li> <li>• Conduct brief daily meetings with direct staff;</li> <li>• Ensure all feedback is practical, specific and evidence-based including plans for performance improvement.</li> <li>• Aligning employee behaviour with the organisation’s values; and</li> <li>• Developing an evidence-based management process for hiring and exiting employees.</li> </ul>
<b>Goal and Performance Implementation</b>	<ul style="list-style-type: none"> <li>• Convert the Board’s resolutions into well-defined and specific objectives and tasks for each team and its staff.</li> <li>• Implement, monitor and review the implementation of the Board’s goals.</li> <li>• Be the principal planner of the organisation’s Objective and Key Results process to ensure alignment between corporate goals and employee work; and</li> <li>• .</li> <li>• Develop and implement individual and team work plans and track task progress.</li> <li>• Upload and maintain all staff KPIs, OKRs and work deadlines on our work management platform; and .</li> <li>• Ensure the organisation meets all internal and external reporting deadlines including external compliance matters.</li> </ul>
<b>Assist and Monitor Efficiency</b>	<ul style="list-style-type: none"> <li>• Manage staff by Continuous Performance Management and performance indicators as set by the Directors.</li> <li>• Benchmark and measure the output of staff to improve work performance.</li> <li>• Identify and resolve barriers to workplace performance.</li> <li>• Ensure all staff focus on enhancing organisational efficiency and effectiveness in their work output; and</li> </ul>

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- Improve employee performance by training and performance adjustments.

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**Accountability and transparency**

- Hold direct reports accountable to their responsibilities and results.
- Provide an objective rating to each employee quarterly.
- Monitor and manage staff performance using our work management systems; and
- Identify opportunities for performance enhancement.

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**Resources and planning**

- Ensure sufficient allocation of resources and effectively structured departments to address identified gaps; and
- Manage and develop staff to ensure individual skills are enhanced and potential realised.

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**Team Management**

- Coordinate inter-departmental work and collaboration.
- Manage staff to ensure smooth business operations and the provision of accurate and timely information; and
- Maintain effective communication with all staff.

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**Operational performance**

- Make operational and business decisions within the authority matrix determined by the Board;
- Ensure all divisions are operating efficiently and meeting expected operational outcomes;
- Ensure that the performance requirements delivered by the company is adequate and on time; and
- Proactively work with each division to ensure quality decisions are made.

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**Reporting, Policies and Compliance**

- Ensure the production of high-quality reports and plans within agreed timeframes.
  - Provide advice, regular updates and reports to the Directors;
  - Adhere to all organisational policies, procedures, standards and practices;
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- Recommend and update new policies related to corporate performance as required; and
  - Ensure the effective implementation and compliance of the company's management policies across all businesses and conduct audits to confirm their progress.

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## **Culture**

- Align employee behaviour with the organisation's values;
- Drive a culture of continuous improvement;
- Foster a culture of transparent, effective and efficient work output;
- Foster a culture of professional internal and external communications and accountability.
- promote regular and ongoing opportunities for employees to give feedback; and
- help form agile and high performing teams.

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**Note:** The above list is not exhaustive. The General Manager – Corporate Services may be asked to undertake other responsibilities at the request of the Board consistent with the scope of this position description.

## **Skills Knowledge and Experience**

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- Proven management skills in achieving high output from staff.
- Highly developed communication skills, both written and verbal.
- Strong critical analysis, problem solving, planning, and decision-making.
- Must have at least 5 years' experience proactively managing staff.

## **Personal/Other Attributes**

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- Personal accountability and responsibility;
- To act and behave honestly, with integrity and authenticity;
- Results driven and future-oriented;
- Works by setting and pursuing stretch goals;
- Able to meet deadlines and work under pressure;
- Ability to participate actively and constructively within a team;
- Welcomes and encourages innovation and continuous improvement; and
- Ability to drive significant change.

## Work Health and Safety

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The incumbent has the responsibility to comply with and meet all obligations contained in:-

- (a) Work Health and Safety (WHS) legislation;
- (b) Related WHS responsibilities; and
- (c) The company's Injury Risk Management (IRM) standards.