



GENERAL MANAGER
JOB & PERSON SPECIFICATION
FEBRUARY 2010



JOB SPECIFICATION

POSITION: GENERAL MANAGER

REPORTS TO: BOARD OF DIRECTORS

Purpose of the role

The General Manager is responsible for managing the financial affairs and human resources of the practice, the planning for and utilisation of technology, identifying, reviewing and implementing business development and improvement measures and the implementation of the business's strategic plan. There is a strong focus on continuous improvement and achieving core objectives.

Reporting/working relationships

The position will report to the Board on a regular basis. The following positions will report to this position :-

- IR Manager – Victoria;
- IR Manager – South Australia;
- WIM Manager – South Australia;
- Thru Manager; and
- Finance Coordinator.

Principal responsibilities

Management

Line management responsibility for the above direct reports which will include :-

- leadership;
- coaching and mentoring;
- performance management;
- learning and development;
- career and succession planning.



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Principal responsibilities (cont.)

Financial management

- preparing financial forecasts and undertaking reviews on a regular basis;
- undertaking sample audits of various financial activities so as to monitor consistency, compliance and adequate skill and accuracy levels;
- overseeing preparation and lodgement of statutory levels;
- providing regular financial analysis of :-
 - actual month and year to date revenue compared with budget;
 - billings and receipts by individual and work type;
 - cash flow and cash requirements of the business;
 - debtors and unbilled disbursements;
 - work in progress value and movement;
- implementing initiatives for streamlining cash flow management with a focus on :-
 - cash at bank;
 - work in progress;
 - debtors;
- establish targets for work in progress, billings and debtors for all fee earners and measure on a frequent basis to ensure that targets are achieved;
- overseeing all accounts;
- liaising with external accountants, banks and auditors;
- ensuring compliance with statutory requirements;
- oversighting debt collection and write-offs;
- arranging debt financing as required and overseeing management of the business's debt.



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Principal responsibilities

Human resources and learning & development

- evaluating and reviewing procedures used to monitor the activity of fee earners, including :-
 - financial targets;
 - disbursement and debtor control and recovery;
 - interim billing;
 - time recording and work in progress;
 - learning and development;
 - performance management;
 - individual marketing plans;
 - career development;
- assisting the Board to conduct salary reviews and work evaluation of fee earners;
- taking responsibility for the management and welfare of all staff and in particular :-
 - overseeing recruitment, evaluation and welfare of support staff;
 - supporting the Board in the recruitment, learning and development and evaluation of all staff;
 - developing and administering a program for annual performance appraisal;
 - providing counselling and guidance;
 - undertaking labour forecasting and planning for Board assessment;
 - promoting regular and constructive communication between all team members;
 - developing financial and non-financial rewards for all team members in conjunction with the Management team;
 - developing and managing career plans;
 - developing and overseeing learning and development.



JOB SPECIFICATION

Principal responsibilities

Strategy

- leading and coordinating strategic planning functions of the business;
- identifying, reviewing and implementing business development and improvement initiatives;
- assisting the Board to ensure the strategic plan remains pivotal to the direction of the business;
- the focus will be on :-
 - implementation;
 - measuring outcomes against benchmark data and key performance indicators;
 - monitoring progress towards achievement of core objectives;
 - amending the strategic plan as required;
 - preparation for the annual strategy retreat;
 - communicating outcomes of strategy direction to all staff.

Technology

- ensuring that the business's technology is up to date, budget forecasts are prepared and approved and all technical issues are resolved in a timely manner;
- maintaining an awareness of new developments in technology and its application to the business.

Operations

- taking responsibility for the smooth and efficient operation of all systems and processes, including :-
 - developing, implementing and reviewing all systems and procedures;
 - evaluating workloads of staff and ensuring effective use of resources;
 - attending meetings as required and supervising responsibility for agendas, minutes and action items;
 - addressing staff and client enquiries and queries where appropriate.



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Principal responsibilities

Services and supplies

- ensuring that office services and supplies are properly managed;
- where agreed by the Board, manage all logistics with office relocation;
- obtaining office space, manage fit-out and assign space to fee earners and support staff;
- assisting the Board in negotiating the terms of the lease and other matters with the landlord;
- supervising renovations and refurbishment;
- providing the Board with a long-term accommodation plan and review this plan on a regular basis.

Insurance

- in conjunction with the Board, ensure there is adequate cover at all times for general insurance.

Quality and procedural standards

- reviewing and developing new risk management protocols;
- measuring and monitoring client satisfaction and addressing client complaints.

Marketing

- assisting the Board in the ongoing review/development of the marketing plan, including :-
 - implementation;
 - measuring outcomes against benchmark data and key performance indicators;
 - monitoring progress towards achievement of core objectives;
 - amending the plan as required;
 - preparation for the annual strategy retreat;
 - communicating outcomes to all staff.



PERSON SPECIFICATION

Qualifications

- relevant undergraduate or graduate business qualification.

Experience

The General Manager will demonstrate core capabilities in the following areas :-

- leadership;
- general business management;
- strategic and business planning;
- financial forecasting, analysis, cash flow management, reporting and information technology and application in the workplace;
- continuous improvement.

Skills and attributes

The General Manager will possess :-

- commitment to the promotion of a culture of continuous improvement and efficiency;
- the ability to work proactively and independently, whilst reporting to a Board;
- a combined strategic and hands-on focus;
- a high level of technology skills;
- demonstrated exemplary levels of communication, negotiation and interpersonal skills;
- outstanding organisational and time management capabilities;
- professional expertise;
- the ability to build and foster relationships;
- administrative skills;
- high levels of integrity, confidentiality and initiative;
- energy, enthusiasm and ambition;
- a commitment to quality service delivery;
- an ability to work in a complex environment.



HOW TO APPLY

Applications in Word format only should be forwarded to Andrew Reed by e-mail 12263@hender.com.au

Telephone enquiries are welcome and may be directed to Andrew on (08) 8100 8836 or Gill Manser on (08) 8100 8825.

Please Note

Your application will be automatically acknowledged by a return e-mail.