

<p><b>Position</b></p>	<p>General Manager Social Enterprise</p>	
<p><b>Key Requirements (Qualifications, Skills, Knowledge and Experience)</b></p>	<p><b>Essential Qualifications/Experience:</b></p> <ul style="list-style-type: none"> <li>• Minimum 5 years’ experience in a similar management position</li> <li>• Extensive experience in Social Enterprise Management.</li> <li>• Experience in leading retail and/or other businesses requiring customer management, stock control, purchasing oversight, logistics, warehousing and analysis of business performance</li> <li>• Ability to oversee and implement legislation pertaining to Social Enterprise Operations and Work Health and Safety requirements</li> <li>• Ability to manage a diverse team including paid and unpaid workers</li> <li>• Ability to manage staff and operations over multiple locations</li> <li>• Demonstrated innovative strategic thinking and planning.</li> <li>• Strong relationship building, communication and analytical skills.</li> <li>• Skills in management reporting and budgeting.</li> <li>• Ability to multi-task, plan and manage a team to effectively achieve tight deadlines.</li> <li>• Highly Proficient with MS Office.</li> <li>• National Police Check is required for all roles at LCM</li> </ul> <p><b>Desirable Qualifications/Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience or demonstrated capacity to work in an organisation adopting a Christian ethos.</li> <li>• Experience with recycling and the circular economy.</li> <li>• Experience in developing and achieving assigned tasks within an organisational strategic planning framework.</li> <li>• Current Forklift Licence (or willingness to obtain).</li> <li>• Working With Vulnerable People Card, or willingness to obtain</li> </ul>	
<p><b>Summary of Role (inc. Role Purpose)</b></p>	<p>The position is required to lead and manager the Social Enterprise operations of the Launceston City Mission throughout North, North-East and the North-West Tasmania and ensure the delivery of quality goods and services.</p> <p>The position requires the employee to develop positive working relationships with peers, management, the general public, stakeholders and other functional areas within the organisation.</p> <p>Primarily the General Manager Social Enterprise will be responsible for: leadership of Social Enterprise Management Team staff and multiple premises, development of new Social Enterprise opportunities, providing leadership to workers (paid and volunteer), oversight of staff training, facilitation of quality customer service, negotiation of commercial contracts, collaboration with other organisations and development of a positive work culture based on Christian ethos.</p>	
	<p><b>Key Responsibilities</b></p>	<p><b>Key Performance Indicators (observable and measurable)</b></p>
<p><b>Management and Leadership</b></p>	<ul style="list-style-type: none"> <li>• Lead the strategic planning process based on our Christian ethos to determine the vision and direction for social enterprise.</li> <li>• Lead the social enterprise team leaders and supervisors in</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic planning for social enterprises is current and effective.</li> <li>• Regular achievement of targets and budgets, including the control of costs.</li> </ul>

	<p>achieving their sales targets and budgets.</p> <ul style="list-style-type: none"> <li>• Ensure systems for managing the multiple businesses are efficient, maintain quality, and internal controls are implemented effectively.</li> <li>• Manage to and monitor the achievements of agreed social enterprise KPIs detailed in strategic and annual plans.</li> <li>• Develop strong and ongoing relationships and work in partnership with leaders and other workers within the City Mission as part of the ongoing involvement with supply of goods for benevolent purposes to other services.</li> <li>• Ensure the buildings and assets of the various businesses are insured, secure, and operating efficiently within life cycles.</li> <li>• Negotiate new and existing contracts to beneficial commercial outcomes.</li> <li>• Maintain staff morale, and ensure workers are trained and have appropriate skills for roles.</li> <li>• Manage staff disputes as quickly as possible in accordance with grievance and conflict resolution policies</li> <li>• Undertake annual performance review and assessment for direct reports and ensure all paid staff are reviewed.</li> <li>• Ensure all staff are appropriately inducted into operations of Launceston City Mission.</li> </ul>	<ul style="list-style-type: none"> <li>• Systems implemented and monitored for the management of enterprises.</li> <li>• Strategic and Annual plan KPIs achieved.</li> <li>• Strong, positive partnerships developed with other workers and services of LCM.</li> <li>• Buildings and assets well maintained and managed.</li> <li>• Contracts negotiated to yield positive benefits for LCM.</li> <li>• Staff are well-trained and supported in their social enterprise roles.</li> <li>• Staff satisfaction surveys record positive trend.</li> <li>• Disputes are managed well, and outcomes positive.</li> <li>• Systems in place to ensure staff are well trained.</li> <li>• Performance reviews for all staff take place in line with policy.</li> <li>• General and WHS orientations are completed by all staff during induction period.</li> <li>•</li> </ul>
<p><b>Customer Service</b></p>	<ul style="list-style-type: none"> <li>• Ensure all workers are provided with effective customer service training (in conjunction with individual Shop Managers, Team Leaders or Supervisors).</li> <li>• Ensure policies and processes are applied to ensure businesses operate when any Shop Managers, Team Leaders or Supervisors are on leave or RDOs.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff and volunteers receive ongoing training to provide excellent service to customers.</li> <li>• Minimal customer complaints received.</li> <li>• All social enterprise operations operate efficiently and effectively at all times.</li> <li>• Valuable commercial oversight and advice provided to managers.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide oversight and commercial advice to managers in retail services.</li> <li>• Oversee operation of business systems to ensure appropriate technology selected and implemented to facilitate positive customer experience</li> </ul> <p>Oversee implementation and operation of effective customer complaints policies and procedures.</p>	<ul style="list-style-type: none"> <li>• Business systems are fit for purpose and result in efficient and accurate customer service.</li> <li>• Customer complaints managed proactively and effectively.</li> <li>•</li> </ul>
<p><b>Safety</b></p>	<ul style="list-style-type: none"> <li>• Develop a safe working environment for yourself, colleagues, customers, and visitors by applying WHS principles and the implementation of safe work practices.</li> <li>• Monitor and develop site specific policies and procedures for all social enterprise operations.</li> <li>• Ensure staff report report all incidents, accidents and hazards using the LCM incident notification procedure.</li> <li>• Ensure all workers perform their work in a safe manner in accordance with Launceston City Mission WHS Policies and Procedures.</li> <li>• Operate and maintain plant and equipment in a safe manner.</li> <li>• Keep required licences current.</li> </ul>	<ul style="list-style-type: none"> <li>• Low occurrences and severity of WHS related incidents</li> <li>• All incidents, accidents and hazards are reported immediately through the required system.</li> <li>• Site specific policies are developed and communicated as required.</li> <li>• WHS systems are used to maintain and improve safety throughout social enterprise operations.</li> <li>• Licences maintained.</li> </ul>
<p><b>Administration</b></p>	<ul style="list-style-type: none"> <li>• Lead the development and implementation of annual targets and budgets, business plans for the North, North-East and North West areas.</li> <li>• Prepare a written monthly report for the Chief Executive Officer, including the monthly Board Report.</li> <li>• Undertake work plan meetings as per communications plan/policy with direct reports and document discussions</li> <li>• Ensure documents are clear and concise records including statistics and outcomes and submit reports where required.</li> </ul>	<ul style="list-style-type: none"> <li>• Annual targets, budgets and business plans are developed and implemented as required.</li> <li>• Reports are completed accurately and lodged on time.</li> <li>• Work plan meetings occur as per policy and are documented.</li> <li>• Documentation is maintained in compliance with City Mission policy and procedures.</li> </ul>

<b>Learning and Innovation</b>	<ul style="list-style-type: none"> <li>Seek training opportunities and be available to undergo training to complement and/or improve on existing skill base.</li> </ul>	<ul style="list-style-type: none"> <li>Participation and contribution in performance reviews and appraisals is undertaken upon request.</li> <li>Manager is made aware of training opportunities. Training and development is undertaken.</li> </ul>
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**LAUNCESTON CITY MISSION VALUES**

<b>Faith</b>	We have confidence that ethical actions will bring good results
<b>Justice</b>	We take personal responsibility to uphold what is pure, right and true
<b>Compassion</b>	We invest whatever is necessary to heal the hurts of others
<b>Flexibility</b>	We are attentive and responsive to the changing needs in our community
<b>Enthusiasm</b>	We work with passion and commitment to achieve our goals