

Position Description - General Manager

Position	General Manager	Basis of Employment	Full Time (negotiable)
Commence Date		Salary Range	\$108,783 - \$130,540
		Date of Review	

Consumer Credit Legal Service (WA) Inc

The Consumer Credit Legal Service (WA) Inc (CCLSWA) is a specialist community legal centre focusing on credit, banking and consumer law issues. Community legal centres are independent, non-profit organisations that provide legal services to people who are ineligible for legal aid and who are unable to afford the services of a private lawyer, particularly if they are on low incomes or are vulnerable or disadvantaged, for example people with disabilities, women, young people, indigenous and people of culturally and linguistically diverse backgrounds.

Purpose of the General Manager Role

The role of the General Manager is

- to lead the CCLSWA's day-to-day operations to deliver on the strategic direction set by the Board
- to create an inspiring workplace by coaching, leading and being a role model to other staff members and by being self-aware and reflective in their work practice.
- in cooperation with the Principal Solicitor, to spearhead CCLSWA's policy advocacy and law reform activities, community legal education and networking activities
- to ensure the ongoing operational and financial viability of the CCLSWA, including the fulfilment of funding agreements requirements and regulatory obligations.

Organisational Relationships

The General Manager reports directly to the Board.

The General Manager is responsible for all human resources (HR) and other staff matters for the solicitors, volunteers and other staff.

As a non-lawyer, the General Manager is not responsible for the legal supervision of CCLSWA legal practitioners, as this lies within the responsibility of the Principal Solicitor.

Key Responsibilities

Area	Key Duties
<u>Strategic Direction</u> Assist the Board to formulate the strategic direction, and incorporate it into the organisation's operations	<ul style="list-style-type: none"> ❖ Identify and inform the Board of opportunities, issues and information that may assist them in formulating the strategic direction of CCLSWA. ❖ Co-ordinate, resource and support the Board, including by providing regular reports on strategic, financial, human resources and other relevant matters. ❖ Co-ordinate information to, and feedback from, members of CCLSWA including preparing the annual report, organising the AGM and attending and reporting to meetings of the Board. ❖ Co-ordinate the induction of new members of the CCLSWA Board
<u>Leadership and Teambuilding</u> Build and led a competent and cohesive team	<ul style="list-style-type: none"> ❖ Maintain a supportive, collaborative working environment in line with CCLSWA's core values ❖ Liaise effectively with colleagues and the Board to maintain constructive working relationships. ❖ Work collaboratively with the Principal Solicitor to ensure the efficient operation of the legal practice. ❖ Resolve any conflict or potential issues sensitively and in accordance with policies and procedures ❖ Collaborate with Principal Solicitor to actively contribute to the organisation's culture in line with CCLSWA's core values
<u>Operational Management</u> Manage CCLSWA's operations in accordance with the strategic plan and the policy directions set by the Board	<ul style="list-style-type: none"> ❖ Identify, develop, implement, monitor, review and update comprehensive organisational policies and procedures to ensure the service operations are of the highest possible quality. ❖ Monitor, review and evaluate service delivery and operations in accordance with the requirements of the CCLSWA's funding agreements. ❖ Develop and implement annual business plans in conjunction with staff and the Board in line with the organisations identified strategic focus areas ❖ Ensure compliance with the requirements of the Western Australian and National Association of Community Legal Centres. ❖ Ensure compliance with all the requirements of Federal and State legislation governing the operations of a not-for-profit Community Legal Centre.
<u>Ensure the Financial Viability of CCLS</u> Plan and manage for the ongoing financial viability of CCLSWA in	<ul style="list-style-type: none"> ❖ Initiate and prepare funding submission and strategies ❖ Seek out and create new funding opportunities. ❖ Negotiate and monitor compliance with funding agreements ❖ Liaise and report to funding bodies as required. ❖ Source pro-bono opportunities ❖ Liaise with government, other funding bodies and community sector organisations about funding issues.

Area	Key Duties
consultation with the Board	<ul style="list-style-type: none"> ❖ Prepare and manage budgets, budget forecasts and financial reports ❖ Present monthly financial reporting to the Board ❖ Authorise expenditure in accordance with the budget and CCLSWA policy and procedures. ❖ Ensure compliance with relevant legislative requirements including taxation, superannuation and Award-based conditions of employment is maintained ❖ Participation at FARM committee meetings
<u>Human Resources</u> Be responsible for the day to day management of the human resources of CCLSWA	<ul style="list-style-type: none"> ❖ Co-ordinate employment and orientation of new staff members including casual staff members, locums and volunteers. ❖ Supervise and co-ordinate staff and volunteers (with the exclusion of legal supervision). ❖ Monitor staff workloads and conduct annual performance appraisals in discussion with the Principal Solicitor. ❖ Ensure staff undertake the duties required of them as specified in their job description. ❖ Co-ordinate and oversee staff training and development. ❖ Oversee OSH awareness and standards. ❖ Monitor and review employment conditions and Position Descriptions as appropriate, in discussion with the Principal Solicitor. ❖ Manage staff and volunteer grievances and disciplinary matters according to legislative requirements and CCLSWA's policies and procedures.
<u>Networking and Service Promotion</u> Develop and co-ordinate consultative; collaborative and referral networks and promote CCLSWA and its services	<ul style="list-style-type: none"> ❖ Take a lead role in CCLSWA's membership and participation in peak bodies at a state and national level. ❖ Lead advocacy, liaison and consultation activities with the non-government, private and government sectors. ❖ Actively develop and maintain networks and relationships at a state and national level. ❖ Represent CCLSWA's views on relevant law reform and operational matters ❖ Participate in relevant committees, issue-based groups, conferences and workshops. ❖ Develop and maintain links with relevant organisations, networks and individuals on a national and state level. ❖ Work collaboratively other non-government organisations with similar aims
<u>Other Duties</u> Be responsible for ensuring that CCLSWA is adequately resourced and operates efficiently in relation to	<ul style="list-style-type: none"> ❖ Premises/Leases ❖ Computers, IT and databases ❖ Office equipment ❖ Reporting on operations and services

Selection Criteria

Essential

Qualifications

Relevant bachelor degree or above, OR significant experience in senior management role.

Knowledge, Skills and Abilities

- ❖ Demonstrated ability to manage a diverse team of paid and volunteer workers.
- ❖ Proven ability to plan and work strategically with sound knowledge and skills in organisational governance.
- ❖ Experience in the financial management of a varied range of funding contracts.
- ❖ Sound financial acumen and understanding of financial statements
- ❖ Proven ability to work effectively with a Board or other management group and to work with minimal supervision.
- ❖ Demonstrated ability to appropriately represent and advocate on behalf of the organisation to a diverse audience, including Members of Parliament, funding bodies, media and other key stakeholders.
- ❖ Displays personal drive and integrity.
- ❖ Demonstrated high level written and oral communication skills and the ability to communicate with influence.
- ❖ Understanding of and sensitivity to people from diverse cultural, socio economic and linguistic backgrounds.
- ❖ Demonstrates a strong alignment with CCLSWA's core values, Excellence, Innovation, Empowerment, Collaboration, Passion

Desirable

- ❖ Experience working at senior levels in the community/not-for-profit sector.
- ❖ Experience or familiarity with the Australian Consumer Law and/or consumer credit regulatory environment.
- ❖ Post graduate qualifications in management or business administration