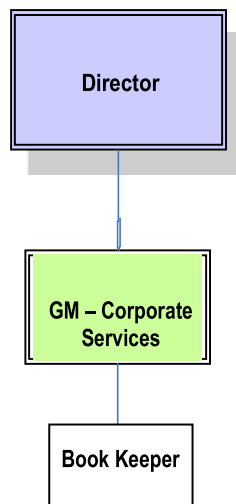


POSITION DESCRIPTION



Job Title:	General Manager Corporate Services (GM Corp Services)
Reports To:	Director
Direct Reports:	Book Keeper HR Consultants IT Support Consultants Business Consultants
Position Purpose:	<p>The GM - Corp Services is responsible and accountable for the Corporate Services role for the Zoo and will provide high quality support to the business, People and Culture operational requirements, IT support and corp finance support. The GM - Corp Services is responsible for ensuring the integrity of the Zoo' s financial management and People and Culture systems and for regular reporting and analysis to the Managing Director and Executive team. The GM - Corp Services is accountable for the operational systems for People and Culture and providing advice to the Director on strategic People and Culture projects. The GM - Corp Services is accountable for providing financial data for the Zoo's Business Plan.</p> <p>As with all Zoo employees, other duties may be required from time to time to enable the Zoo to deliver high quality outcomes and to achieve the Zoo's strategic goals.</p>
Date:	January 2021

Interim Organisational Context:



Important Functional Relationships:

External

- Contractors and Service Providers
- Auditors
- HR service providers
- IT service providers

Internal

- Managing Director
- Business Owner
- Zoodoo Staff
- GM – Guest Experience
- GM - Zoo Operations

Key Result Areas:

The position of GM – Corporate Services encompasses the following Key Result Areas:

- Strategic Leadership
- Business and Financial Analysis
- Financial Management
- Teamwork & Relationship Management
- Legislative Compliance
- People and Culture
- People Leadership and Coaching
- Health, Safety and Sustainability

The requirements are broadly identified below:

Jobholder is accountable for	
1.	<p>Strategic Leadership</p> <ul style="list-style-type: none"> <input type="checkbox"/> Provide key support to the Director across the Corporate Services portfolio in leading the Zoo team to deliver the Zoo's vision effectively and efficiently including conservation, sustainability and animal welfare. <input type="checkbox"/> Ensure the Zoo's key strategic emphasis on Corporate Services outcomes is "top of mind" at all levels of the organisation and particularly at the Board and executive levels. <input type="checkbox"/> Provide expert input to ensure the integration of the Corporate Services portfolio perspective into the Zoo strategic direction. <input type="checkbox"/> Provide expert advice to the Director in the areas covered by the position portfolio on factors influencing the Zoo's achievement of its medium and long term strategic goals. <input type="checkbox"/> Through the Zoo Strategic Management Team, contributing to development and realisation of the Zoo's vision, strategic direction and business plan. <input type="checkbox"/> Delivering Corporate Services strategy objectives. <input type="checkbox"/> Developing and implementing quality improvements to systems and practices. <input type="checkbox"/> Integrate the Zoo's sustainability initiatives across the SAS portfolio, ensuring a holistic approach to the new Zoo experience and being a role model for sustainable business practices nationally and internationally. <input type="checkbox"/> To promote and support the conservation work of the Zoo through funding, engagement and understanding of the critical conservation projects important to the Zoo.
2.	<p>Business and Financial Analysis</p> <ul style="list-style-type: none"> <input type="checkbox"/> Effectively integrate the finance function across the Zoo through the provision of high quality, value-adding services and advice to all business areas. <input type="checkbox"/> Accountable for all aspects of the Zoo's financial and non-financial performance. <input type="checkbox"/> Collaborate with the General Manager Guest Experiences to identify and analyse business outcomes as required. <input type="checkbox"/> Ensure Budget and forecast analysis meets the financial costs, benefits and objectives attributed to them. <input type="checkbox"/> Work with SMT to ensure accurate financial information forms an integral part of their decision making. <input type="checkbox"/> Proactively identify business and financial issues and risks to Director and Strategic Management team. <input type="checkbox"/> Provide accurate, timely and reliable financial analysis and technical advice to SMT. <input type="checkbox"/> Regularly review processes and policies for improvements and efficiencies. <input type="checkbox"/> Other financial related activities as required by the Director.

3.	Financial Management	<ul style="list-style-type: none"> <input type="checkbox"/> Accountable for ensuring the preparation of monthly, quarterly and annual reports including analysis of the actual results and review of forecasts. <input type="checkbox"/> Responsible for regular reporting of the financial results to the Director and Executive Team. <input type="checkbox"/> Ensure internal reports and external reports are produced to the required standard within pre-agreed or statutory timeframes. <input type="checkbox"/> Ensure that legislation, financial policies, standards and guidelines comply with current law. <input type="checkbox"/> Act as the key point of contact for auditors during year end audit processes. <input type="checkbox"/> Participate in the annual budget process to ensure reliable operating and capital expenditure budgets are developed within pre-arranged timeframes in accordance with sound financial principles and practices. <input type="checkbox"/> Develop, update and improve the financial information systems, policies and processes. <input type="checkbox"/> Understand and advise on Cash flow management. <input type="checkbox"/> Review the Zoo's balance sheet by ensuring that all reconciliations are performed in a timely manner and appropriate corrective action taken.
4.	Teamwork & Relationship Management	<ul style="list-style-type: none"> <input type="checkbox"/> Develop and maintain effective working relationships and networks within the Zoo to ensure financial activities are conducted in accordance with policies and guidelines. <input type="checkbox"/> Build and maintain effective and professional relationships with Zoo staff in order to contribute to the achievement of the Zoo's goals. <input type="checkbox"/> Establish and maintain effective and co-operative external relationships with key stakeholders, partners and customers maintaining a positive community profile for the Zoo. <input type="checkbox"/> Proactively work to up skill Zoo staff on Finance and People and Culture processes and policies.
5.	Legislative Compliance	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure the Zoo is compliant across all legislation appropriate to the operation of the Zoo. <input type="checkbox"/> Maintain up to date knowledge of Human Resources best practice methodologies and keep abreast of legislation changes that are relevant to the Zoo.
6.	People and Culture	<ul style="list-style-type: none"> <input type="checkbox"/> To deliver high quality Human Resources advice to the Managing Director and Executive Team. <input type="checkbox"/> Participate in the Strategic Management team when presenting a new project or initiative. <input type="checkbox"/> Accountable for ensuring Human Resources policies, guidelines and standards are reviewed and updated as required. <input type="checkbox"/> Accountable for the Human Resources elements of compliance and risk. <input type="checkbox"/> Lead People and Culture related projects and initiatives. <input type="checkbox"/> Providing advice to the Managing Director for strategic People and Culture projects. <input type="checkbox"/> Develop, evaluate and ongoing enhancement of People and Culture policies. <input type="checkbox"/> Report on People and Culture metrics. <input type="checkbox"/> Responsible for Performance Management and Disciplinary Issues <input type="checkbox"/> Provide expert advice to the Managing Director for any significant disciplinary and employment issues. <input type="checkbox"/> Ensure rosters are prepared in advance using Deputy rostering app
7.	People Leadership and Coaching	<ul style="list-style-type: none"> <input type="checkbox"/> Set goals and define expectations for direct reports and team members. <input type="checkbox"/> Coach and develop direct reports and team members. <input type="checkbox"/> Work with other members of the Zoo team to develop informed thinking and capabilities. <input type="checkbox"/> Support team members to be involved with the Zoo's conservation and sustainability initiatives.
8.	Health, Safety and Sustainability	<ul style="list-style-type: none"> <input type="checkbox"/> As part of the Strategic Management Team contribute towards: <input type="checkbox"/> Ensuring that health and safety policies, practices and performance of the organisation are monitored and periodically reviewed. <input type="checkbox"/> Ensuring a risk based approach is adopted for the management of health and safety and all reported incidents are fully investigated and preventative measure implemented. <input type="checkbox"/> Ensuring adequate budgetary provision is made for Health and Safety resourcing, programmes and initiatives. <input type="checkbox"/> Ensuring managers and staff receive training and have appropriate knowledge to meet our regulatory health and safety responsibilities. <input type="checkbox"/> Ensuring health and safety is a regular agenda item and discussed regularly at all staff meetings. <input type="checkbox"/> Ensuring responsibility for health and safety are assigned, executed and included in performance reviews <input type="checkbox"/> commitment to and delivery of the Zoo's sustainability strategy and initiatives <input type="checkbox"/> Driving a culture committed to the health, safety and sustainability.

Person Specification:

Knowledge/Experience

Essential

- Management of core financial processes including AR, AP and payroll using Xero
- Management of all budgeting and forecasting requirements
- Supporting business decisions by providing useful financial analysis and reporting
- Developing staff rosters
- Oversight of HR compliance with support of external advisers
- Oversight of IT systems and functionality with support of external advisers
- Excellent customer relationship skills (both internal and external)
- Proactive in development of new systems and procedures
- Demonstrated ability to work unsupervised
- High degree of integrity and discretion dealing with sensitive and/or confidential information
- Demonstrated ability to maintain accuracy with details while keeping the bigger picture in mind
- Demonstrated time management skills and task prioritisation to achieve deadlines
- Demonstrated ability to build and maintain effective internal and external working relationships and deliver high quality customer service
- Effectively manage competing demands and maintain a high level of accuracy and professionalism

Key Job Competencies

- Excellent verbal and written communication skills
- Time Management
- Decision Making & Problem Solving
- Planning & Organising
- Relationship Management

Donna Cuttriss, Managing Director

Date:

Name:

Date: