



Position Description

General Manager

Wesley Corporate
September 2019



Signed – Supervisor

Signed – General Manager

Date

Date





General Manager

Wesley Corporate

1. Wesley Mission

Wesley Community Services Limited, operating as Wesley Mission, is a company limited by guarantee and a Public Benevolent Institution. Our Purpose is to *conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia.*

This Purpose aligns with our Mission, which is *Continuing the work of Jesus Christ in Word and deed* and our Vision to *Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can.*

Wesley Mission's 2016-2021 strategic plan sets expectations for how we will achieve the Mission, Vision and Purpose. It calls on us to be *working alongside more people in greatest need.* In meeting those expectations, our behaviour is guided by three core Values: *Christlike Servanthood, Unfailing Integrity and Courageous Commitment.*

2. Overview of Wesley Corporate

The operational work of Wesley Mission includes a portfolio of community services that is amongst the most diverse of any Australian organisation. Wesley Corporate is a portfolio which oversees:

- Information Services
- Payroll, Workforce Management and HR/Payroll Systems
- Property

3. Overview of role

The General Manager is responsible and accountable for the leadership, continuous improvement, quality and efficacy of the Wesley Corporate area. They bring strong subject matter expertise, relevant academic qualifications and wide-ranging personal networks. They possess, and will maintain, comprehensive knowledge of developments which may impact our services. They represent Wesley Mission at senior levels within the industry, on interagency committees and on taskforces.

Wesley Mission's operational goal is to be the preeminent provider of community services in NSW. To that end, we must achieve outstanding results for the clients and customers who engage with our services; be an employer of choice for values driven staff; uphold and strengthen the reputation earned by pioneering a diverse range of services for the most vulnerable members of our society; and operate in a way that enables us to sustain our work for another 200 years.

The General Manager is a member of the Management Committee, empowered by the Board jointly with colleagues to provide Christian leadership and to guide, direct and make decisions for the organisation as it seeks the achievement of a 50% increase in services to those most in need and 50% revenue growth. They shape a culture that



upholds and shares Wesley Mission's Mission, Purpose, Vision, Values, history and stories.

4. Relationships and Reporting

4.1 Wesley Mission and Uniting Church Relationships

Supervisor: Chief Operating Officer

Direct reports are: Executive Manager, Property
Executive Manager, Information Services
Manager Payroll
Manager HRIS
Internal Auditor

The General Manager is a "General Manager or equivalent" role in relation to authority and delegations. They are a member of the Executive Leadership Team, Management Committee, Senior Leadership Team, Senior Staff, and Operational Executive.

The General Manager attends the, Wesley Child Safety Implementation Group, Project Change and Leadership Group, and Property Planning Group. This role is on call for all Board meetings and Board subcommittee meetings.

The General Manager is expected to contribute to, and participate in, activities of the Uniting Church in Australia. This includes attendance at requested Wesley Congregational Life services, and participation as appropriate in taskforces and working groups of the NSW/ACT Synod and Uniting Care Australia.

5. Organisational responsibilities

5.1 Strategic goals

The Wesley Corporate General Manager is to:

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| Strategic contribution | Establish and achieve an annual business plan for Corporate that aligns with the organisation's Strategic Plan and overall business plan. Analyse and report on performance against the plan. |
| Most in Need | Reach out, personally and through the work of Wesley Mission, to the most marginalised and vulnerable. |
| Performance benchmarking | Record and obtain internal performance and outcome data, and obtain external datasets, to assess relative performance against industry benchmarks. Ensure Corporate is operating at best practice levels with NSW, or is making substantial year on year improvements in order to achieve best practice. |



6. Major role responsibilities

The strategic plan, along with our annual business plans, have four key result areas: our clients, our people, our operations, and our financials.

6.1 Our clients

So that Wesley Mission achieves outstanding results for the clients, guests and customers who engage in our services, the General Manager will:

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| Client safety & Security | Act to protect and keep safe clients, customers and guests of Corporate's services, reporting concerns and incidents that you observe or occur within Corporate. Manage complaint responses in a timely fashion. |
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6.2 Our people (includes staff and volunteers)

So that Wesley Mission is an employer of choice for values driven staff, the General Manager will:

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| Culture | Ensure you and your workers act in accordance with Wesley Mission's Code of Conduct, Mission, Purpose, Vision and Values. Share, and enable the sharing of, our history and stories. Celebrate success by giving personal and public praise. |
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| Governance Support | Oversee effective, timely and confidential support for Board members, including subcommittee activities and requests from the Board Chair or Deputy Chair. Ensure the Chart of Delegations is up to date, and organisational processes align with the Chart of Delegations. |
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| Workforce development | Actively develop direct reports through learning and development, clear guidance, regular reviews and personal encouragement. Identify, and support the mentoring of, candidates for future promotion. Provide workers in assigned portfolio with personal and skill development opportunities. Participate in personal evaluations conducted by your supervisor. Ensure personal evaluations are completed at least annually for all workers in assigned portfolio. |
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| Healthy workforce | As an employee and supervisor, be responsible under the Work Health & Safety Act for the health and safety of workers in Wesley Mission and all persons you are contact. All hazards and injuries must be reported per Work Health and Safety procedures. Ensure your workers take regular leave and maintain a healthy work life balance. |
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| Wesley Mission engagement | Attend functions, meetings, seminars, training courses and worship services as directed by your supervisor. Encourage Wesley Mission's workers to attend Wesley Mission events. Provide opportunities for colleagues and Board members to understand and experience the work of your teams. |
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| Payroll | Ensure the smooth running of the payroll system, building efficiencies via the employee self-serve and manager self-serve features. Provide effective reporting tools to managers on payroll costings. Improve the way rosters are costed. Ensure effective oversight of payroll/HR system upgrades, patching and compliance with audit and legislative |
| Staff feedback | Personally participate in, and encourage Wesley Mission participation in, organisational voice surveys and follow-up surveys. Through surveys and other mechanisms, identify and respond to concerns workers may have. |

6.3 Our operations

So that Wesley Mission upholds and strengthens the reputation earned by pioneering a diverse range of services for the most vulnerable members of our society, the General Manager will:

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| Information Technology Platforms | Oversee reliable, secure, effective and integrated information technology and communication platforms for the Wesley Mission. Oversee that support is available for users that is timely and meets their expectations and needs. |
| Information management | Ensure that information systems relating to, or used by, Corporate are comprehensive and accurate. |
| Information Services Roadmap | Ensure Information Services initiates a coherent, innovative set of organisation wide technology solutions that provides flexible, streamlined and cost effective tools. |
| Project governance | Ensure the reliable functioning of the central project office, with up to date and comprehensive project updates for project office meetings. |
| Project management | Ensure Corporate projects are completed on time, in scope and within budget. Provide timely and accurate updates on project activities to the Project Governance Group. |
| Asset maintenance | Set directions for the upkeep and maintenance of self-charge rent properties. Complete fitout, make good, and bespoke property projects on a fee for service basis as requested. |
| Asset development | Achieve the highest and best use of Wesley Mission's property assets, fully costing and recovering development staff costs. |
| Compliance and Accreditation | Ensure compliance requirements are met and accreditations gained/retained for activities of Corporate. |
| Continuous improvement and Risk Management | Ensure a strong quality and continuous improvement focus within Corporate. Fulfil the expectations of the Risk Management Framework including maintaining risk registers and risk management strategies, and work within the organisations Risk Appetite Statement. |



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| Policies and procedures | Ensure all policies and procedures relating to Corporate are comprehensive, accurate, up to date and regularly reviewed. Ensure all policies applicable to your team are understood and adhered to, seeking advice from policy and procedure owners when in doubt or for complex or critical situations. |
| Third party agreements | Ensure for Corporate that any written agreement with a third party, if in a form not previously approved, is reviewed by Wesley Legal. Signing of agreements must occur only as outlined in the Chart of Delegations. |
| Incident reporting | Report any incident using the incident reporting system within 24 hours and immediately if of a critical nature. Crisis and media management is coordinated by the General Counsel. Should incidents occur, or media interest arise in relation to Corporate, take action immediately to ensure the safety of our clients and our workers. Do not provide comment to journalists or make comment on social media. |

6.4 Our financials

So that Wesley Mission operates in a way that enables us to sustain our work for another 200 years, the General Manager will:

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| Budgets | Establish and achieve budgets for Corporate within the parameters set by your supervisor and in alignment with annual business plans and the strategic plan. Provide budget forecasts on request. Provide relevant Property and IS inputs to the finance team for annual budget preparation. |
| Financial accountability | Maintain a comprehensive and up to date knowledge of the financial performance of Corporate. Review income & expenditure statements for Corporate on a monthly basis and advise your supervisor and the Finance team of any concerns or anomalies. |

7. Selection Criteria

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| Education | Graduate qualifications in Commerce, Business or similar, and/or work experience. |
| Experience | Demonstrated management experience in general management, Information Services, Property, or related business discipline. Experience in NGO preferred. Ability to develop and present to Wesley Community Services Board and subcommittees. Experience gained in working in a highly regulated environment. Demonstrates a commitment to live out the values and Christian culture of Wesley Mission. Motivated to achieve business targets and quality customer service. |
| Skills | Sound negotiation, influencing, planning, strategizing, project management and change management skills required. Ability to lead, direct and challenge forms an integral part of the role. |



8. Structure

