

Position Description

Position title:	General Manager – Customer Experience
Location:	Head Office with intrastate and interstate travel as required
Reports to:	Executive Manager – Customer Experience, Marketing & Communications
Directly manages:	Cara Connect & Rostering Team
Other Key Relationships:	Executive team; General Managers, Senior Leadership

Purpose

The purpose of this position is to ensure Cara's customer receive the very best experience throughout their journey with Cara. Key responsibilities include operational management of the inbound customer service team (Cara Connect), roosting and work force planning teams to ensure they meet the organisations business and customer objectives. As part of general management responsibilities, this position will ensure appropriate systems and processes are in place and implemented to support financial and human resourcing needs. The position will contribute to the development of organisational strategies, policies, services and practices within an NDIS environment. This position will work collaboratively with other General Managers to ensure consistent, quality service provision across the State with particular on the customer experience to ensure all aspects of their engagement with Cara is enhanced.

Primary Responsibilities

- Drive Cara's centralisation strategy to build operational efficiency
- Lead cross departmental collaboration initiatives to increase customer service outcomes
- Drive system and process improvement strategies to build operational efficiencies and streamline resourcing
- Collaborate with external parties to enhance customer funding outcomes
- Mentor and lead staff to ensure a high level of customer satisfaction is attained
- Execute organisational strategies to drive business and departmental outcomes
- Work collaboratively with multidisciplinary and cross functional teams (Executive, General Managers, Business Development, Workforce Development, Finance) to achieve and continuously improve service standards and customer outcomes across established and new services;
- Provide support to the Executive Manager – Customer Experience, Marketing & Communications, by developing financial and operational plans aligned to strategic requirements;
- Lead strategies and practice to develop an engaged and healthy workplace culture of development and achievement;
- Ensure risks are appropriately managed and escalated within established systems and processes;
- Ensure portfolio compliance with all statutory, legislative and contractual obligations.

General Position Responsibilities

- Maintain a professional approach in the workplace by adhering to Cara's values and goals;
- Maintain and demonstrate a commitment to customer service by supporting Cara's continuous improvement processes and modelling expected behaviour in a customer service focused environment;
- Work collaboratively to develop and deliver service options with consistent outcomes;
- Collaborate with other Operations teams to develop forward work plans and provide feedback to on future service needs;
- Provide timely reports in response to scheduled or as required needs;
- Facilitate processes that will promote the application of staff across multiple services in order to maximise workforce efficiency, customer experience and reduce expenditure;
- Report, manage and resolve complaints in a timely and efficient way and in accordance with established continuous improvement processes and procedures;
- Lead and mentor managers in the development of business cases and their presentation to Executive;
- Genuinely engage in professional development activities as required;
- Maintain customer confidentiality and protect operations by ensuring sensitive information is kept secure;
- Maintain a culturally aware and sensitive profile with Cara's customer base by adhering to Cara's values and contributing to staff development, knowledge and understanding of cultural diversity;
- Engages self and others in the Performance Development Plan process;
- Identify and manage performance issues in accordance with Cara policies and procedures;
- Maintain a healthy and safe workplace by:
 - taking reasonable care to protect own safety and that of others whilst at work;
 - adhering to WHS policies and procedures;
 - obeying any reasonable instruction from Cara management;
 - using and maintaining equipment provided for health or safety purposes;
 - not being affected by consumption of alcohol or a drug in such a way as to endanger own safety or that of others in the workplace;
 - actively supporting any colleague who may injure themselves at work.
- Maintain Equal Opportunity principles in the workplace by adhering to EO legislation and relevant Human Resource policies.

Qualifications and Experience

- **Essential**
 - Significant level of commercial acumen
 - Ability to turn strategy into actions and periodically evaluate and report on achievements;
 - Demonstrated ability to interpret commercial realities of NDIS on Cara's future operations;
 - Demonstrated ability to analyse and synthesise data/information and prepare robust, multi-disciplined business cases;
 - Demonstrated ability to develop and lead a high performing team:
 - Excellent written and verbal communication skills;
 - Experienced negotiator.



- **Desirable (but not essential)**

- Significant experience in the not for profit disability sector;
- Tertiary degree qualification in Business, Operations Management or another related field;
- Operations experience in a service related environment;
- Understanding of continuous improvement techniques and processes.

Essential conditions

- Satisfactory Department for Human Services (DHS) Disability Employment Clearance;
- Current Driver's Licence;
- Satisfactory Completion of Child Safe Environments training (can be provided by Cara);
- Some out of ordinary office-hours work and intra/interstate travel.

Name _____

Signature _____

Date _____
