



## **General Manager – Business Development & Customer Service**

### **– Position Description –**

#### **About Us**

EthicalJobs.com.au is working to change the world, one job at a time.

We bridge the gap between thousands of not-for-profit organisations that strive to make our world a better place, and all the passionate, values-driven job-seekers who want to “work for a better world”.

As a for-profit social enterprise and one of Australia’s top job-search sites for the not-for-profit sector and beyond, **our platform supports the work of more than 6,000 for-purpose organisations** around the country, and has a passionate community of **300,000 unique users** using the site each month. And we’re growing!

(We also run the [Not-For-Profit People Conference](#). Now in its eighth year, it’s Australia’s largest event focused on how to attract, manage, train and retain the best people for the NFP sector, attracting around 500 attendees each year.)

You’ll be joining a dedicated, passionate and successful team of 25 people who share a vision of a more equitable, just and sustainable world.

Our spacious office in Collingwood has loads of natural light, high ceilings, standing desks, a large outdoor deck for lunch in the sun and drinks after work, and great food and coffee just around the corner.

#### **About the Role**

Help us to change the world!

This is a rare opportunity to play a leading role in the ongoing success of a fast-growing social enterprise software company.

You’ll be one of two General Managers leading a dedicated, passionate and successful organisation, with people who share a vision of a more equitable, more just and more sustainable world.

This role has broad oversight of two of our key teams:

- **Business Development & Relationship Management** – currently 4 people; and
- **Customer Service** – currently 6-7 people.

Plus responsibility for:

- **Strategic planning** and execution
- **People & Culture** – including recruitment, performance development and culture initiatives
- **Office & Operations** – including co-managing our Office Manager
- **Finance** – managing our Finance Officer

You’ll play a key role in executing our big growth plans over coming years.

## About You

First and foremost, you're someone who's passionate about making a difference and "working for a better world", and you're excited about the work EthicalJobs.com.au does!

You're also experienced: you've played a leading or senior role in a small or medium-sized organisation, including previously leading a team in business development, sales, fundraising and/or customer engagement.

You enjoy being across the detail of business processes, and particularly improving processes over time, and you love to work with numbers and data to spot trends and gain insights.

And you're a natural people person. Having managed a high performing team, you've got a good understanding of employee engagement and you've got the self-awareness, passion, nous, energy and attention to detail to be successful as a leader in a growing social enterprise.

## Key Selection Criteria

### Essential:

1. 8+ years of professional experience, including work in a social enterprise of not-for-profit organisation
2. Experience leading and managing a high-performing team in at least one of these areas: business development, sales, fundraising and/or customer engagement
3. Experience developing organisational and team culture and managing change
4. Experience with business process optimisation
5. Strong understanding of how to analyse and work with data
6. Project management experience
7. Fantastic quality standards and attention to detail
8. Strong emotional intelligence and ability to work with a range of communication styles/personalities
9. Demonstrated commitment to "working for a better world"

### Desirable:

- Cross-functional experience with HR or Finance or Operations
- Experience doing sales or fundraising

**Hours:** Ideally full-time, but with an option to work 0.9

**Reports to:** CEO

**Direct reports:** 4 (BDRM Team Lead, CS Team Lead, Office Manager, Finance Officer)

**Salary:** A competitive salary (including participation in our bonus plan) will be negotiated with the successful candidate, based on experience.

## What do you get beyond a great remuneration package?

- Flexible start/finish hours
- Work remotely up to 3 days / week
- A beautiful office, close to public transport and great food on Smith St
- A light- and plant-filled work space, with beautiful outdoor deck for outdoor meetings and drinks
- In-house massage-therapist – visits every 2 weeks to give everyone a 15 minute massage
- A standing desk

- Unlimited fruit, nuts, chocolate, tea and coffee
- Team lunch every Wednesday
- Pet-friendly workplace – a number of staff regularly bring their dogs in to make the office more fun
- Paid professional development days
- Regular social events
- The opportunity to have a real impact on the work of over 6,000 charities and social enterprises across Australia!

### **Excited?**

To apply, please submit:

- A 1-page cover letter that succinctly outlines your relevant experience in relation to the selection criteria (please make it amazing!); and
- A copy of your CV.

If you have any questions about the role please email GM [at] [ethicaljobs.com.au](mailto:ethicaljobs.com.au)

Women, people of colour and people of diverse gender, age and cultural backgrounds are strongly encouraged to apply.

**Application deadline: 9am, Monday 3 May 2021.**

**Please note: Candidates will be reviewed and shortlisted before the application deadline, so early applications are encouraged.**