



**Central Australian Aboriginal Congress**  
**Aboriginal Corporation**  
**Position Description**

*Equity and Social Justice • Respect • Recognition • Resourceful • Responsibility • Relationships*



<b>Position:</b>	<b>GENERAL MANAGER BUSINESS SERVICES (PN 200)</b>
<b>Division:</b>	Business Services Division
<b>Section:</b>	Business Services Division
<b>Salary Level:</b>	Level 11 - 12
<b>Position Reports to:</b>	Chief Executive Officer (CEO)
<b>Location:</b>	Alice Springs
<b>Last Review:</b>	August 2021

**Role Description**

The General Manager Business Services is an experienced executive within a dynamic community controlled comprehensive primary health care service that is making a real difference in Aboriginal health. The role is accountable to the CEO for the leadership, planning, development and performance of Congress’s internal business services (finance, quality and risk, information and communications technology, records management, and asset management) to ensure that the division supports the effective delivery of contemporary evidence based services that meet the current and emerging needs of Congress.

As a member of the Executive Management Team, this role will contribute to the development, monitoring and achievement of Congress’ broader strategic objectives and develop strategies to continuously improve existing systems and procedures and Congress performance.

**Team Description**

The Business Services Division provides a range of financial, corporate, administrative and management support services to enable the whole of Congress to function efficiently and effectively.

Congress provides a comprehensive primary health care service to Aboriginal people in Alice Springs and nearby remote communities. Further information is available at [www.caac.org.au](http://www.caac.org.au)

**Responsibilities**

<p><b>MAIN DUTIES</b></p> <p>(This is not a comprehensive list of all duties required of the position)</p>	<p><b>1. OPERATIONAL: Service Delivery</b></p> <p>Responsible for the development, planning and delivery for the following internal business services for Congress:</p> <ul style="list-style-type: none"> <li>• Finance – short, medium and long term planning and modelling, all financial reporting, analysis, preparation of Annual Budgets and forecasts and monitoring performance. Ensuring the smooth running and management of the finance team. Ensuring compliance with accounting policies and procedures, internal control, Tax (FBT &amp; GST) and statutory requirements. Monitor Working Capital (WIP &amp; Debtors), compliance, manage special projects as required and manage all insurance needs;</li> <li>• Quality and Risk - maintain quality management processes, that are compliant with appropriate standards, coordinating and supporting risk management activities across remote and Alice Springs locations; maintaining ISO Accreditation, Childcare Accreditation and RACGP accreditation;</li> </ul>
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- Information and Communication Technology – Ensure resources covering IT systems and technology is well placed and supported to meet Congress' strategic and operational requirements;
- Records Management: - Ensure strategic and operational needs are met in line with regulatory requirements;
- Assets Development, Management & Maintenance (including Fleet Management, Asset Maintenance, Security and Cleaning): implement sound business practices that are efficient, effective and robust, to meet Congress requirements in a cost effective and professional manner; and
- Communications: developing communication strategy across the organisation, managing public relations activities and identifying opportunities for promoting Congress.

## **2. OPERATIONAL: Key Deliverables**

- Managing Congress' areas as listed above in a responsible, transparent and compliant manner;
- Implementing Business Services Division policies and procedures in areas of responsibility that support better practice and are in accordance with accounting and other standards;
- Managing, monitoring and ensuring compliance across Congress for all legislative requirements and contractual compliance;
- Developing and implementing an enterprise risk management framework across Congress in working relationship with the GM HR; and
- Developing and implementing relevant key performance indicators for the Division.

## **3. LEADERSHIP AND MANAGEMENT**

- Provide visible and effective leadership and support to direct reports to achieve business outcomes;
- Take all reasonable steps to employ, develop and promote Aboriginal people in all parts of Congress;
- Develop and foster a strong team environment committed to the organisation's strategy, mission, vision and values outlined by the board;
- Drive a workplace culture that demonstrates commitment to service and promotes team work;
- Provide advice and guidance to direct reports on effective change management, fostering team work and collaboration with all divisions of Congress;
- Provide operational leadership to the Todd Street Project – the development of a new Health Hub for Congress;
- Reporting: – provide Business Services Reporting to the CEO, Executive, Congress board and other reports as required.
- Efficiencies: – provide leadership for support services activities to maximise efficiencies and achieve cost savings whilst providing effective service; and
- Stakeholder engagement: – as required, provide advice to government funders and other external stakeholders.

## **4. STRATEGIC AND BUSINESS PLANNING**

- Contribute as a member of the Executive Management Team in the planning of Congress' overall performance;
- Provide specialist advice to the CEO in developing the strategy in relation to business services that support high quality service delivery;

	<ul style="list-style-type: none"> <li>• Responsible for the development, planning and delivery of strategy for all internal business services for Congress; and</li> <li>• Provide leadership in the development of operational business plans for each section within Business Services Division.</li> </ul> <p><b>5. OTHER FUNCTIONS</b></p> <ul style="list-style-type: none"> <li>• Undertake any other duties at the request of the CEO which are considered relevant to the position; and</li> <li>• Encourage the promotion of Aboriginal cultural and political values among all Congress staff.</li> </ul> <p><b>6. ACCOUNTABILITIES</b></p> <ul style="list-style-type: none"> <li>• The General Manager Business Services is directly responsible to the Chief Executive Officer (CEO);</li> <li>• Works closely with the Executive Management Team;</li> <li>• Works collaboratively with staff within all parts of Congress;</li> <li>• Responsible for the leadership of their division</li> <li>• To provide quality and professional service and maintain work ethics at all times; and</li> <li>• Work within strict confidentiality and ensure all records are maintained securely</li> </ul> <p><b>7. STAKEHOLDER RELATIONSHIPS</b></p> <ul style="list-style-type: none"> <li>• Under the direction of the CEO, liaise with a variety of Government and Non-Government agencies, representing Congress in a professional manner; and</li> <li>• Maintain and contribute to a professional focus when dealing with all internal stakeholders; and</li> <li>• Undertake other duties (and training) that are safe, legal, logical and responsible while being within the limits of employee’s skill, competence and training, consistent with the position classification.</li> </ul>
<p><b>WORK ORGANISATION</b></p> <p>(Planning and coordination)</p>	<ul style="list-style-type: none"> <li>• Develop a strong team and workplace culture committed to the organisation’s strategy, mission, vision and values outlined by the board.</li> <li>• Take all reasonable steps to support the employment, professional development and promotion of Aboriginal people across all parts of Congress.</li> <li>• Develop and maintain positive and productive relationships with all Congress staff</li> </ul>
<p><b>WORK HEALTH AND SAFETY</b></p>	<ul style="list-style-type: none"> <li>• Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts and omissions in the workplace.</li> <li>• Work in accordance with Congress’ WHS policy, the WHS Act, Regulations and Code of Practices.</li> <li>• Ensure WHS non-conformances or incidents/injuries are notified.</li> </ul>
<p><b>VALUES AND BEHAVIOURS</b></p>	<ul style="list-style-type: none"> <li>• Conduct all work in line with Congress values which are: Cultural Integrity, Equity and Social Justice, Respect and Empathy, Recognition, Resourcefulness, Responsibility, Relationships.</li> <li>• Apply the cultural framework and adhere to community specific protocols in all aspects of work with Congress.</li> <li>• Apply strict confidentiality practices and guidelines to all patient, client, personal and commercially sensitive information.</li> </ul>

## Person Requirements (Qualifications & Attributes)

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### ESSENTIAL

1. Tertiary qualifications in Accounting or Finance related discipline.
2. Membership of CPA Australia or ICCA.
3. Extensive experience in providing strategic leadership to business services functions at executive level and experience in influencing and leading change in a complex organisation.
4. Experience in implementing and ensuring compliance with ASO/NZ ISO standards, in particular related to quality and risk management.
5. Minimum of 10 years financial management experience with sound Australian accounting and taxation knowledge and extensive experience in working with computerised financial systems.
6. Demonstrated ability to achieve organisational and operational objectives through leading and developing individuals and teams.
7. Exemplary attention to detail, communication and interpersonal skills including ability to prepare clear and concise reports, submissions, briefings and general correspondence.

### DESIRABLE

1. Postgraduate qualifications in health management, business management or related field.
2. Experience working in an Aboriginal community controlled organisation and healthcare services environment.
3. Completed an Australian Institute of Company Director's course or program.
4. Current NT Drivers Licence or ability to obtain one.

## Appointment Conditions

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- Employment with Congress is conditional on the employee providing NT Working with Children Check (Ochre Card), Satisfactory Criminal History Check.
- Employee interaction with residents within communities will be taken into account as part of the final performance assessment during the probation period.
- Persons being considered for a position with Congress may be required to undergo a pre-employment medical examination and drug screen to determine fitness to perform nominated duties.

Position Description Authorised by:



AUGUST 2021

**CHIEF EXECUTIVE OFFICER**

ACKNOWLEDGEMENT

I have received a copy of the Position Description and have read and understand its contents.

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Employee Name                      Signature                      Date

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Supervisor Name                      Signature                      Date