

304 – Workshops Manager - Position Description

POSITION TITLE:	Workshops Manager
POSITION NUMBER:	304
TEAM:	Senior Management Team
REPORTS TO:	General Manager
AWARD:	RETAIL
AWARD CLASSIFICATION:	
SUPERVISES DIRECTLY:	<ul style="list-style-type: none"> • Workshop staff • Facilitators
BUDGETARY RESPONSIBILITY:	
LAST REVIEWED:	28/8/21, Ron Palmer, HR Consultant

1. ORGANISATIONAL CONTEXT

PURPOSE AND OBJECTIVE OF ORGANISATION:

The Bower is an environmental charity and social enterprise and are a purpose-driven not-for-profit organisation committed to reducing landfill. All of The Bower's services and programs are based on the ethos of reuse and repair:

- **Environment:** to reduce the amount of waste entering landfill by reclaiming household items for repair, reuse and resale
- **Creativity:** to encourage reuse via repair and up-cycle workshops
- **Community:** to provide affordable goods to low-income earners and other disadvantaged groups and to generate local employment

PURPOSE AND OBJECTIVE OF TEAM:

The overall objective of the Senior Management Team is to continually improve the social, environmental and financial impact of The Bower

The Senior Management Team can assist achieve these outcomes by:

- providing exemplary leadership
- engaging employees, volunteers and community
- managing assets and resources responsibly
- working together to achieve The Bowers aims

PURPOSE AND OBJECTIVE OF ROLE:

The major objective of this role is to successfully manage the Bower workshops and facilitation materials and the effective leadership of Workshop staff and Facilitators.

This role is critical to contribute to the Senior Management Team's performance and The Bower's overall performance and success.

2. KEY ACCOUNTABILITIES / POSITION ACTIVITIES

- Manage the wood workshop in Redfern, Electronic workshop in Zetland and Workshop space in Parramatta.
- Responsible for workshops infrastructure and keeping tools and machineries in good condition including maintenance in accordance with applicable procedures.
- Manage staff operating in workshop spaces – PPT and Casual.
- Responsible for relations with clients, quotes and pricing of services and products.
- Manage the growth of paid repairs and bespoke goods service.
- Manage in collaboration with Operations Manager the financial reports and databases for workshops.
- Manage in collaboration with Program manager the flow of goods to be refurbished.
- Manage in collaboration with General Manager the educational workshops and workshop facilitators.
- Develop in collaboration with General Manager school program in Parramatta.
- Responsible for the implementation of WH&S policies & procedure in workshops.
- Assist the communication manager with the promotion of all workshop activities.
- Ensure that waste is disposed of in accordance with Bower procedures.
- Ensure staff are supported in creating and maintaining a safe, healthy and positive workplace.

3. DECISION MAKING

The position regularly makes decisions in regards to daily work plans and priorities including rostering and allocating responsibilities to others.

4. COMMUNICATION

This is a key leadership role and requires high level written and verbal communication skills as monitoring team performance, encouraging best practice and team engagement is critical to success in this role.

5. TECHNOLOGY

Technology proficiency is expected in this role.

6. SUCCESS INDICATORS 2021/2022

- Work with GM to improve business, social and environmental outcomes
- Engaged team
- Engaged volunteers
- Safe, positive, collaborative and innovative workplace
- Skills growth across team

304 – Workshop Manager – Selection Criteria Menu

Detailed

- Certificate IV in Training and Assessment or similar
- Workshop and repair experience
- Able to provide strategic advice, analyse risks, make good judgements, and solve problems
- Able to develop effective working relationships and internal and external networks
- Excellent negotiation, influencing and persuasion skills
- Able to effectively and creatively challenge people, situations and current thinking.
- Empowering and engaging leadership style
- Proven ability to secure and analyse a range of information and use this in developing strategies, plans, policies, and solutions that achieve individual and organisational success
- Clear, concise, and influential written communication skills.
- Creative, resourceful, and pragmatic with a positive 'can do' and solution-focused attitude.
- Team player with the willingness to work in other areas to manage peaks in the team's workload and cover for colleagues as required.
- Valid NSW current 'C' Class Open Driver's Licence.
- Clear Working with Children Check
- Clear Criminal History Check
- Proven Leadership abilities
- Knowledge and understanding of legal and statutory responsibilities, and ethical business practice.
- Experience with relevant workshop development and facilitation
- Proven abilities to work as part of a team to achieve strategic organisational goals
- Proven ability to work independently, plan and organise daily tasks and achieve task and time goals
- Analytical abilities to provide meaningful reports and to provide advice on policy formulation
- Driven by continual improvement
- Leadership roles within the not-for-profit sector

SUMMARY IDEAL SELECTION CRITERIA

Qualifications

- Training qualifications

Experience

- Leadership
- Workshop and repair experience
- Business management
- Volunteer management
- Community work
- Financial management

Strengths

- Leader
- Analytical
- Problem solver
- Empowering and Engaging
- Organised
- Business focused
- Flexible

Fundamentals

- Current NSW drivers license
- Clear criminal check
- Clear working with children check