

MAV Position Description



Position Details	
Position Title:	General Manager
Award Classification:	Award Free , NES Position
Usual Work Location:	MAV Office in Naarm, with Hybrid Work Available
Tenure:	Permanent, Ongoing
FTE:	1.0
Position Reports To:	Chief Executive Officer (CEO)
Direct Reports:	2 X Senior Creative Producers, Head of Philanthropy and Partnerships, Marketing Coordinator.
Key Interfaces:	CEO, MAV Board, MAV Leadership Team, Accountant and Finance Officer, all Direct reports and as required industry and organisational partners and community leaders.

About MAV

Multicultural Arts Victoria (MAV) is a not-for-profit community arts organisation shaped by a team as diverse as the communities it serves. MAV champions the creative expression and engagement of culturally and linguistically diverse communities across Victoria. MAV supports artists, audiences, and communities to participate in and benefit from arts and culture, fostering inclusion, equity, and connection. Through advocacy, capacity-building, and program delivery, MAV works to amplify underrepresented voices, including First Peoples, regional artists, and diaspora communities.

Position Purpose

The General Manager provides operational leadership to advance MAV's mission and deliver its organisational goals. This role drives the implementation of MAV's business strategy, ensuring strong governance, financial sustainability, and effective operational systems that enable creative and community impact.

Working closely with the CEO, the General Manager will refine and optimise MAV's internal frameworks across finance, compliance, and CRM systems. The role strengthens organisational capability and accountability, deepens partnerships, and ensures meaningful integration in our operations with underrepresented communities, including First Peoples, regional artists, and diaspora groups.

As a key member of the Leadership Team, the General Manager will foster a culture of collaboration, respect, and shared accountability, building systems and processes that sustain excellence, support artistic outcomes, and reflect MAV's values of diversity, equity, trust and courage.

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Key Accountabilities

Governance and Board Support

- Support in coordinating Board and subcommittee meetings, including preparation of papers, minute-taking and tracking of actions as required.
- Participate and provide input in Board meetings as required.
- Support in the management of organisational calendars and board management platforms.
- Ensure reporting to the CEO and Board is accurate, confidential, and timely.

Funding and Financial Management

- Lead the organisation's financial management, including budgeting, forecasting, cash flow monitoring, financial reporting, and compliance with statutory and contractual obligations.
- Collaborate with the CEO to drive core funding, revenue growth, and fundraising strategies, including grants, tenders, sponsorships, philanthropic contributions, and donor engagement.
- Oversee contracts and financial agreements to ensure accuracy, risk management, and organisational accountability.
- Support the Senior Creative Producers and Philanthropy Manager in securing project funding and effective budget management.
- Partner with the CEO to plan financial strategy, project delivery, and partnership development, including fundraising campaigns and relationship-building with potential funders.

Stakeholder Relations and Communications

- Support in liaising with government, sector partners, artists, and community groups.

Internal Operations

- Oversee CRM systems and office suppliers, including ICT and administrative accounts.
- Ensure internal policies and procedures align with MAV's practice model and organisational values.
- Support the team to incorporate strengthening relationships with First Nations, multicultural, and regional stakeholders across day-to-day operational work to deliver on impact.

Project and Regional Support

- Support regional projects and practitioners to ensure delivery and measurable impact.

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- Undertake additional strategic and operational responsibilities as identified by the CEO.

Strategic Development and Implementation

- Collaborate with the Leadership Team to design and implement organisational practices that promote transformation, innovation, and change.
- Support the CEO in achieving long-term strategic objectives aligned with MAV's mission and self-determined values.

Leadership and People Management

- Provide visible, values-driven leadership to direct reports, fostering a culture of collaboration, accountability, and professional growth.
- Support and mentor team members to develop their skills, capabilities, and career pathways.
- Set clear performance expectations, provide regular feedback, and ensure development opportunities are available for all direct reports.
- Model and promote organisational values, diversity, equity, and inclusion in all aspects of team leadership.

Key Selection Criteria

Mandatory Expertise:

- Demonstrated experience working in or leading a multicultural organisation, with an understanding of cultural diversity, inclusion and equity.
- Experience embedding multicultural perspectives in organisational strategy, governance, operations, and stakeholder engagement.

Desired Competencies and Experience

Competency	Description
1. Strategic Leadership	Demonstrated expertise in leading organisations through strategic planning, operational development, and the implementation of efficient, sustainable systems that support innovation, growth and organisational goals.
2. Financial and Business Acumen	Proven experience overseeing organisational financial management including budgeting, forecasting, cash flow, reporting and compliance alongside driving revenue growth, fundraising initiatives, and financial strategy. Experience in operational systems (CRM) management.
3. Governance and Board Engagement	Experience providing high-level support to Boards, including preparation of papers, coordination of meetings, accurate reporting, and ensuring adherence to governance and compliance standards.

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4. Stakeholder and Relationship Management	Proven ability to build and maintain strong relationships with government, funders, sector partners, artists, and community stakeholders to enhance organisational visibility and impact.
5. Project and Program Delivery	Experience successfully overseeing programs and projects, including regional and community initiatives, ensuring quality delivery and measurable impact. Ability to manage complex projects with resilience and agility.
6. People Management	Ability to provide visible, values-driven leadership fostering a culture of collaboration and high performance. Mentors and supports team members ensuring clear performance expectations, feedback, time management and prioritisation.
7. Change Management	Demonstrated experience leading organisational change, promoting innovation, and implementing practices that improve processes and operational effectiveness.
8. Communication	Strong skills in internal and external communication, both written and verbal. Presenting complex information clearly.

Pre-employment Misconduct Screening Requirements

All applicants may be subject to the following pre-employment checks:

- National Police Check
- Working with Children's Check (Employment)

Employment Information

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or VISA.
- All new appointments will be subject to a 6-month probation period.

Privacy and Diversity

Privacy

The collection and handling of applications and personal information will be consistent with the requirements of the Privacy Act. Diversity is a core value at MAV. We are passionate about building and sustaining an inclusive and equitable working environment for our whole team. We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.

MAV respectfully acknowledges the Traditional Custodians of the lands on which we work and pay respect to their Elders past, present, and emerging. We are committed to engaging with First Nations communities in a culturally safe, respectful, and inclusive manner, and encourage applications from First Nations people.

Applicants are encouraged to discuss any reasonable adjustments they may need during the recruitment process. MAV recognises that candidates may have diverse needs and is committed to working collaboratively to provide appropriate support to enable full participation and engagement through the process.