

Position Description	
Position Title	General Manager
Employment Type	Full Time / or 0.8 FTE
Salary	\$90,000 per annum, inclusive of superannuation, plus access to salary packaging benefits through Helping Hoops' charitable status, which increases your take-home pay.
Organisation	Helping Hoops
Reports To	Committee / Board

Role Purpose

The General Manager is responsible for leading the day-to-day operations, strategic direction and long term sustainability of Helping Hoops. The role works closely with the Committee to deliver high quality community basketball programs, strengthen partnerships, secure funding, maintain strong governance and compliance, and ensure the organisation continues to have a positive impact in the communities it serves across Melbourne.

Key Responsibilities

Program Leadership and Delivery

- Oversee the design, delivery, reporting and continuous improvement of Helping Hoops programs.
- Attend programs regularly to build strong relationships with coaches, volunteers, participants and local stakeholders.
- Build and maintain relationships with venue managers, service providers and community partners at program locations.
- Ensure programs are safe, inclusive, well-coordinated and aligned to the organisation's purpose and strategic priorities.
- Regularly review the social impact of all programs, using feedback, data and community insights to assess outcomes and identify opportunities for improvement.

Strategy, Governance and Committee Engagement

- Lead the development and execution of the organisation's strategy in collaboration with the Committee.
- Track progress against priorities and provide regular updates, reports and recommendations.
- Establish and support working groups, delegating responsibilities and ensuring progress is maintained.
- Promote good governance, maintain a strong understanding of the organisation's constitution, and act as a conduit between the Committee and staff.

Fundraising, Grants and Partnerships

- Develop and oversee the fundraising strategy, including fundraising events, grants, major gifts and donor engagement.
- Identify and pursue grant and funding opportunities that align with Helping Hoops' purpose and programs.
- Oversee grant applications, acquittals and reporting requirements, delegating where appropriate.
- Lead the partnership strategy, including identifying new partners and maintaining strong relationships with existing partners, sponsors, funders and strategic stakeholders.
- Ensuring that partnership and funders are aligned to Helping Hoops organisational values.

Financial and Operational Management

- Accountable for the overall financial health of the organisation through effective budgeting, forecasting and financial management, in collaboration with the Treasurer.
- Oversee organisational reporting, including Committee updates, annual reports and stakeholder reporting.
- Ensure effective administrative systems, processes and operational rhythms are in place to support the organisation's work.
- Clarify and oversee responsibilities relating to banking, payroll and other operational processes as required.

People Leadership and Volunteers

- Plan and lead the resourcing required to deliver day-to-day operations and new initiatives in line with organisational strategy.
- Support staff welfare and wellbeing, including issue resolution, complaints management and constructive team communication.

- Coordinate meetings, including team meeting, coach engagement and volunteers, at least quarterly.
- Oversee the recruitment, retention and deliverables of the Team Mates program and broader volunteer engagement.

Compliance, Risk and Policy

- Ensure Helping Hoops meets all relevant compliance and regulatory obligations, including reporting to peak bodies and government agencies where required.
- Maintain up-to-date policies and procedures, with a particular focus on child safety, risk, safeguarding and other relevant operational standards.
- Oversee incident management reporting and ensure appropriate follow-up actions are completed.

Marketing, Membership and Community Engagement

- Oversee the marketing and communications plan to strengthen awareness, engagement and organisational profile.
- Drive the review and improvement of the membership program.
- Oversee merchandise initiatives, including program-specific merchandise, event merchandise and Helping Hoops merchandise for sale.
- Speak about and promote Helping Hoops at relevant forums, events and community groups as required.
- Maintain a strong connection to the communities where Helping Hoops deliver programs, ensuring local relationships, needs and perspectives inform the organisation's work.

Skills and Experience

- Experience leading a community, not-for-profit education or youth focused organisation or program.
- Strong leadership capability, with experience translating strategy into clear priorities, actions and measurable outcomes.
- Demonstrated experience in stakeholder management, partnerships, fundraising, grants or donor engagement.
- Sound financial management skills, including budgeting, reporting and working with governance or finance stakeholders.
- Understanding of governance, compliance, risk management and policy requirements relevant to a community based organisation.
- Strong people leadership skills, with the ability to support staff, coaches, volunteers and working groups.
- Excellent communication and relationship building skills, with the ability to engage diverse stakeholders with professionalism and care.

- Commitment to inclusion, community impact, child safety and creating positive experiences for young people and participants.
- Lived experience or demonstrated experience working with African diaspora communities, ideally within Melbourne.