Position Description - Centre Manager

Position details

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| Position title: | Centre Manager |
| Reports to: | Committee of Management |
| Supervises: | Program Development Coordinator, Ajani Hub and Café Project Officer, Food Relief Pantry Officer, Volunteers |
| Hours: | 24 hours per week, to be worked as negotiated |
| Classification: | *Neighbourhood House Employees (SCHCADS Award), Level 7* |
|  | Pay point depends on qualifications and experience. |
| Conditions: | Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016 |
| **Location:** | 2/284 Thompsons Road Templestowe Lower 3107 |
| **Review Date:** | December 2022 |
| **Performance appraisal:** | Conducted annually by the Committee of Management |

Role of the Manager

**Purpose of role**

The Centre Manager is responsible for leading the day-to-day management of Living and Learning @ Ajani including the development of new avenues of activities, internal and external relationships. The Centre Manager, with the guidance from the Committee of Management is required to implement the strategic plan for the organisation, including oversight of all operations, finance, staff, funding and service agreements as well as fulfil the role of Executive Officer to the Committee of Management.

The Centre Manager is responsible to the Committee of Management for the effective and efficient management and operations of Living and Learning @ Ajani ensuring it is managed and operated in accordance with the Committee’s policy decisions and service agreements with various funding bodies.

**Key Responsibilities**

*Leadership and Governance*

* Develop and evaluate systems and controls for the management of Living & Learning @ Ajani to ensure operational efficiency in line with statutory requirements, statistical collection and control of all funds.
* Identify appropriate funding opportunities, prepare and submit grants/funding proposals.
* Advise, inform and assist the Committee to fulfil its governance role and functions.
* Participate in sub-committees and working parties as determined by the Committee of Management.
* Partner with the Committee of Management to manage any escalated issues within the organisation including staffing, operations, and finance.
* With the input of the Committee of Management direct and respond to any emerging themes or issues within the community and develop programs, services, policies and practices to address these changing needs.
* Assist in recruiting new Committee members and identify other sources of support.

*Operations and Financial Management*

* Develop, implement and evaluate programs, services and activities to achieve or address the committee endorsed Strategic Plan, Business Plans, Vision and Statement of Purpose.
* Develop and implement strategy, plans, policies and procedures in line with legislation, expectations of funding bodies.
* Ensure effective systems and policies are in place including financial management, general administration and information management.
* Ensure compliance to all statutory requirements for programs and services run by or auspiced by Living and Learning @ Ajani.
* Ensure effective and efficient management of financial, physical and human resources of the Centre.
* Work with both staff and the Committee of Management in the development of the annual budget; oversee the monitoring of budgets and reporting to funding bodies.
* Manage the delegations of authority and approval of all expenditure.
* Prepare submissions and acquittals for funding received from Government and other relevant funding bodies.
* Oversee marketing and promotional activities for the Centre.

*Human Resource Management*

* Manage the day-to-day activities of staff.
* Conduct annual staff performance appraisals to set goals, motivate and guide performance, ensure efficiency and productivity.
* Manage employment obligations ensuring award standards are met, payroll records and wage rates are accurate, annual leave and other entitlements are provided and recorded accurately.
* In conjunction with the Committee of Management, recruit and induct new staff as required.
* Engage, support and resource volunteers including students on placement.

*Stakeholder Management*

* Develop, maintain and strengthen collaborative working relationships with Federal, State and Local Governments, funding bodies, external stakeholders, community members, centre user groups and broader organisations providing collaboration and strengthening of services within the local community.
* With the support of the Committee of Management partner with surrounding neighbourhood houses and other community organisations to deliver new projects, programs and services to support the needs of the community.
* Participate and represent Living and Learning @ Ajani at relevant government, community and commerce forums and meetings with the purpose of promoting the capabilities of the organisation.

Key Selection Criteria

**Essential**

The Centre Manger must be able to demonstrate:

* Relevant qualification(s) and significant relevant experience, preferably in community sector, Neighbourhood Houses and/ or Adult and Community Organisations.
* Experience in formulating strategic and operational plans and managing budgets, including allocation of resources to effectively and efficiently achieve funding and contractual obligations.
* Experience in developing and implementing community engagement programs.
* Experience in developing grant programs.
* Strong business development, project management and leadership skills supporting long-term organisational sustainability.
* Experience in Federal, State and local government policies, strategies and funding opportunities.
* Demonstrated experience managing a community sector-based organisation including operational, financial and human resources management as well as experience in managing the full development lifecycle of new programs and services.
* Demonstrated ability to work collaboratively and a team player.

**Desirable**

* Demonstrated understanding of community development principles and practice
* Work experience in the not-for-profit sector or community sector