



Blue Mountains Food Services Inc., (BMFS) is a not for profit, non-government organisation that provides a valuable community service to residents living in the Blue Mountains local government area.

ROLE DESCRIPTION – GENERAL MANAGER

Position Title	General Manager
Location	25 Livingstone St LAWSON 2783
Employment Type	Full Time
Hours of Employment	38 hours per week
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Supervisor	Board
Direct Reports	Manager Meals and Operations, Program Support Officer, NDIS Program Officer, Café Supervisor, Community Restaurant Cooks, NDIS Program Workers (Operational support provided by relevant program Officers)
Key Relationships	BMFS Staff, Board of Management, Volunteers, Clients, Funding Bodies

THE NATURE OF YOUR ROLE

The General Manager is responsible for:

- Development and implementation of the strategic plan for the organisation
- Organisational management
- Administration and financial management of the organisation
- Marketing and promotion of the organisation and services
- Information and Communication technology across the organisation
- Development of strategic partnerships and relationships.

ROLE RESPONSIBILITIES

Strategic Direction

- Develop the three yearly organisation strategic plan in conjunction with the Board, management staff and third party stakeholders as appropriate.
- Implement the strategic plan and develop operational plans, if required, in conjunction with relevant staff to achieve desired outcomes.



Organisational and Staff Management

- Ensure that organisational and human resource management structures and systems are in place so that services may be delivered effectively and efficiently.
- Support and supervision of staff on a regular basis.
- Establish policies and procedures to ensure the safe and professional delivery of services.
- Ensure BMFS compliance with funding agreements and other statutory obligations.
- Preparation of documentation and other evidence to ensure BMFS meets the disability and aged care quality review processes
- Ensure staff appraisals are completed annually and ensure that staff are provided with the opportunity for professional development appropriate to their specific positions and related goals.
- Develop project plans when required, and in conjunction with relevant project teams successfully implement projects.
- Ensure that there is effective communication with Board members, staff, volunteers and service users.
- Keep the Board informed of issues if, and when the need arises.

Administration and Financial Management

- Oversee the administrative and financial management systems through which organisational objectives can be achieved and monitored within budget and on time.
- Complete monthly and end of year financial accounts and reporting.
- Process or review fortnightly payroll.
- Develop the yearly budget and present to the Board for endorsement.
- Undertake detailed analysis and reviews of business operations as required.
- Prepare Board Reports required in a timely manner.
- Ensure funding is acquitted as per funding contracts.
- Ensure annual accounts and reports are externally audited and presented at the organisation's annual general meeting.
- Ensure ACNC and Department of Fair Trading reporting is up to date as required.

Marketing and Promotion

- Ensure that an appropriate public and social media profile of BMFS is maintained.
- Ensure that appropriate marketing collateral is maintained and distributed to relevant stakeholders.
- Ensure that BMFS services are regularly promoted through the local newspaper, noticeboards, and other community and operational stakeholders



Information and Communication Technology

- Ensure that a robust information and communication technology (ICT) platform is maintained, and that successful periodical backup of data is maintained.
- Ensure staff have access to and are appropriately trained in relevant systems required for their role.

Organisational Development

- Develop and maintain strategic partnerships to meet the goals of BMFS.
- Prepare viable funding submissions for project and organisation expansion consistent with the strategic direction of the organisation.

Record Keeping, Reporting and Other Duties

- Record in Polixen as agreed all relevant client/volunteer contacts/communication promptly but no later than the next business day including attachment of emails and other relevant documents.
- Act as Company Secretary and attend all Board Meetings either as a “voted in” Board member or as an ex-officio member of the Board of Management.
- Other duties as reasonably directed by the Board.

Work Health & Safety

- Comply with Safe Work arrangements in accordance with the Work Health and Safety Policy and organisational and position related Policy and Procedures to achieve a safe workplace for all
- Only undertake tasks if it is safe to do so for yourself and any other person in close proximity
- Report any injury, incident or hazard to your supervisor.

General Policies

Comply with all BMFS Policies and Procedures including the BMFS Code of Ethics Agreement and BMFS Confidentiality Agreement.

Privacy and Confidentiality

Maintain privacy of all volunteer, client, NDIS participant and employee information and comply with BMFS Privacy Policy and the Privacy Act.



OUR VALUES

All employees are expected to adhere to our values at all times as listed below:

Integrity: We will be guided by principles of honesty and transparency ensuring that all actions can withstand scrutiny.

Respect: We value an individual's cultural diversity and choices and value each person's individuality. We will act equitably when working with all people.

Reliability: We will do what we say we will do and we will do it when we say we will do it.

WHAT WE REQUIRE FROM YOU

Experience, Qualifications and Personal Attributes

Essential:

- Strong business, staff managerial and leadership skills
- Demonstrated experience working in a multi-disciplinary environment at a managerial level
- Relevant tertiary qualifications, preferably business, finance/accounting or human services
- Demonstrated knowledge of the regulatory and compliance regimes governing not for profit organisations
- Demonstrated ability to develop strategic partnerships
- Demonstrated experience dealing with Government or other funding bodies
- Knowledge of financial systems, budgeting and acquittals
- High level written and verbal communication skills
- Demonstrated ability to support and manage staff across diverse programs.
- Demonstrated experience in change management
- Strong alignment with BMFS values
- Fully vaccinated including any boosters mandated by Government (COVID-19).



Desirable:

- Experience working in or with community organisations
- Understanding of the reform environment in aged and disability services and its impact on small to medium organisations
- Experience in working under Commonwealth Home Support (CHSP) funding and related requirements
- Understanding of the principles and processes of the NDIS
- Company/Association experience working with organisation Boards
- Company secretarial experience
- Experience in preparing month end accounts and payroll
- Experience in volunteer management
- Experience in marketing
- Understanding of and ability to use social media platforms.