

**Job Title:** General Manager – VIC Councils

**Reporting to:** Chief Operations Officer

**Direct reports:** Operations Managers

**Date:** September 2019

**Role Objective/Purpose:** You will be responsible for ensuring all contractual and commercial results are achieved in a safe, productive team environment. You must ensure that client relations are maintained at the highest level and any client concerns are dealt with quickly and professionally. You must be able to produce competitive tender documents. Position the business unit to achieve sustainable solid financial growth that meets or exceeds monthly and quarterly ROS targets. Ensure that all change is managed to achieve long-term sustainable results.

**Goals:**

1. Exceed year-on-year all OH&S performance indicators
2. Ensure the business unit achieves the minimum FY ROS target
3. Pass all audit assessments resulting in zero re-work
4. Ensure 100% of compliance training is implemented
5. Build and implement the business unit People Plan covering: Succession, Learning & Development and Retention.

**Key Result Areas:**

Key Result Areas aligned to the above are as follows:

- Safety
- Financial Performance (ROS)
- Operational Excellence
- Excellent Client Relationships
- People Planning

### **Job Duties and Responsibilities:**

- Analyse performance reports that give insight into how the business unit can adjust to improve operational and financial performance
- Communicate with clients on a regular planned basis to ensure that terms, particularly the contract's financial and productivity terms, are understood
- Look for and execute opportunities to grow the business and lead your management team to take advantage of those opportunities
- Work as a role model toward achieving a One-Team culture
- Resolve internal issues in consultation with the COO
- Assess risks and make recommendations based on a thorough analysis of all factors involved in a business situation
- Coach operations managers and supervisors on best practices for managing contract issues leading team members and handling daily challenges and tasks
- As part of the People Plan work with your COO to gain support for job rotation into new assignments for high performing team members and Emerging leaders.
- Get involved in cross-functional projects as a means of learning the business and expanding your ATS network of contacts.
- Develop tactical programs to pursue targeted objectives.
- Ensure overall delivery and quality of the business unit's outcomes to clients.
- Engage in key or targeted client activities.
- Oversee key hiring and talent development programs.
- Ensure safety as a key focus, refusing to compromise on the safety of team members, subcontractors, clients and members of the public.

### **Skills, Experience and Specifications:**

#### Qualifications:

- Relevant tertiary qualifications are highly desirable but not necessary.

#### Experience:

- Demonstrated ability to prepare tenders and win contracts
- Proven leadership and experience in managing service contracts and projects.
- Demonstrated leadership capability ideally in an external multi-site constantly changing and challenging environment.
- Solid track record of delivering improved YoY financial results
- Experience in third party contract management

### Skills:

- Intermediate Microsoft Office Suite (Word, Excel, Power-point and Outlook).
- Commitment to a safe work culture
- Building and maintaining excellent client relations
- Excellent presentation, negotiation and evaluation skills.
- An exceptional eye for detail whilst also being able to see the bigger picture
- Able to increase your knowledge and skills and take control of your own development
- Outstanding capabilities in all aspects of client relations; for example; negotiating, conflict resolution, communication, openness and transparency etc.
- Understanding of the application of OHS legislation and Quality Assurance
- Sound negotiation and evaluation skills
- Highly effective communicator
- Ability to lead and delegate to get results
- The ability to fit suitably into the culture of ATS and adapt to varying personalities.
- Exceptional commercial skills based on using own experience to lead the analysis to work through the business unit performance and convert analysts to profitability whilst also identifying profitable revenue growth opportunities to build the business into a leading contributor within the Active group.