### Job title: Executive Manager, Corporate Services

### Department: Corporate Services

### Employment: Full Time, Permanent

### Classification: Level 5 GVML Single Enterprise Agreement

### Hours: 38

### Location: Shepparton

## Purpose of the position

Ensure efficient and effective corporate capacity including: probity, commissioning and contract management, organisational capacity and human resources, assets, IT and infrastructure management, financial management, knowledge management, governance and administrative support, quality improvement and risk management, and other key corporate projects

## Our Organisation

Goulburn Valley Medicare Local (GVML) is part of the Australian Government’s reform of healthcare. It was established 1 July, 2012 to improve primary health care delivery, make it easier for patients to navigate the local health care system and ensure that primary health care services are better tailored to meet the needs of local communities.

GVML comprises the Local Government Areas of Mitchell, Murrindindi, Strathbogie, Greater Shepparton and Moira. The catchment is located north of Melbourne and extends from the outskirts of suburban Melbourne to the Murray River.

## Responsibilities & Duties

##### Leadership:

* Provide leadership to and supervision of Corporate Services Team to meet deliverables in a timely manner
* Ensure that the corporate environment operates in compliance with relevant legislation, internal policies and the requirements of key funders
* Be first point of escalation by Team members
* Liaise with Executive members and staff to ensure effective internal communications
* Ensure Team compliance with data collection requirements to meet reporting, evaluation and service level targets
* Ensure documentation relating to Team activities is maintained
* All financial management activities are in consultation with the Financial Controller
* Provide internal advice on all corporate service functions including: finance, IT, administration, human resources, risk management etc.
* Work collaboratively and effectively within a team environment and provide a valued contribution to Team objectives and functions.

##### Designated Responsibilities:

* Knowledge Management
* IT
* Website
* Credentialing
* Contracting & Sub-contracting
* Fleet Management
* Preserving Natural Resources

##### Probity, Commissioning and Contract Management:

* Develop and maintain transparent processes to commission services with external agencies
* Implement and maintain a contract management database
* Oversee all tender development, assessments of submissions and awarding contracts
* Ensure effective contract management for all incoming and external contracts
* Assist with the preparation of tenders and submissions for additional funding
* Represent GVML in negotiations for existing and new programs, services and policies.

##### Organisational Capacity and Human Resource Management:

* Ensure compliance with Human Resource Policies, Procedures and Instructions
* Maintain complete Personnel Records in compliance with all internal requirements, including credentialing, Privacy Act etc.
* Maintain a performance oriented culture encouraging ongoing staff development
* Ensure work plans and supervision meets GVML’s values, strategies and objectives
* Manage complex situations using high level communication skills to ensure transparency and issue resolution.

##### Assets, IT and Infrastructure Management:

* Effectively manage all assets, including the maintenance of key assets, assets and equipment registers
* Ensure all assets, equipment and facilities are maintained in accordance with an approved maintenance schedule
* Effectively manage the Service Agreement with the IT provider
* Ensure the IT systems is consistent with the RACGP Computer and IT Standards
* Ensure effective internal and external communications by providing reliable and effective IT systems and processes for approvals to submit items
* Regularly review the equipment ad IT needs of the organisation.

##### Financial Management

* Provide advice and direction to staff on the scope, content and method of service and support
* In conjunction with the Executive develop the annual budget
* Ensure preparation of team budgets in preparation for the annual budget
* Ensure expenditure is verified in readiness for monthly reporting
* Monitor actuals against budget and identify reportable variances
* Ensure production of financial reports for management, Board and funders
* Ensure Financial Controller has previously reviewed and consolidated reports prior to producing reports.

##### Knowledge Management:

* Develop and manage knowledge management systems required for sound corporate services including: Filing System, Document Control, Client Relationship Management database (CRM), Risk Management, Contract Management, Clinical Databases, Practice Management databases, etc.
* Monitor developments under the E-Health initiatives to ensure consistency with GVML’s clinical functions
* Ensure effective information and knowledge exchange across all function of the organisation
* Ensure adherence to Confidentiality and Privacy Policies.

##### Governance and Administrative Support:

* Ensure appropriate insurance policies, aligned with the risk profile are in place
* Ensure the CEO and governance structure is adequately supported
* In consultation with CEO implement Governance Policies, Procedures and Instructions
* Ensure effective administrative support to all functions of the organisation

##### Quality Improvement & Risk Management:

* Ensure compliance with National Medicare Local accreditation Standards
* Regularly review policies, procedures and instructions to ensure ongoing quality improvement
* Ensure compliance with all relevant external legislation & internal organisation policies and procedures
* Manage occupational health and safety activities to ensure a safe work environment

##### Personal and Professional Development:

* Commit to ongoing personal and professional development.
* Attend all mandatory training, education and professional development sessions
* Initiate, undertake and participate in the Performance Appraisal and Professional Development process.

## Relationships

|  |  |
| --- | --- |
| **With** | **Purpose** |
| 1. CEO
 | Direct supervisor: support and direction |
| 1. Executive
 | Collaborate, plan and implement strategy |
| 1. Finance officer
 | Direct Reports: support and provide direction |
| 1. Administrative staff
 | Direct Reports: support and provide direction |
| 1. Accounts Officer
 | Direct Reports: support and provide direction |
| 1. External Stakeholders
 | Customer Relationship Management |
| 1. Suppliers
 | Business Relationships |

## Key Selection Criteria

##### Qualifications

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| --- | --- |
| **Mandatory** | **Desirable** |
| Tertiary Qualifications in Business Management, HR or Contract Management  | Postgraduate Degree in Business Management |

##### Work experience & skills

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| --- | --- |
| **Mandatory** | **Desirable** |
| Extensive experience in corporate management (5 years post graduate) | Experience in the not-for-profit sector |
| Experience in managing human resources (minimum 3 years) | Probity, commissioning and contract management skills |
| Experience in managing compliance with and reporting on funding contracts  | Department of Health (C’wealth) Reporting experience |
| Excellent verbal and written communication skills | Financial management skills |
| High level analytical and decision making skills | Quality Management skills |

##### Personal qualities & other

|  |  |
| --- | --- |
| **Mandatory** | **Desirable** |
| Diplomacy and negotiation | Ability to delegate effectively |
| Interpersonal skills | Commitment to natural resource management |
| Team leadership | Strategic planning |
| Effective internal and external stakeholder engagement and relationship management | Commitment to customer service |

## Requirements for all positions

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| --- |
| **Essential** |
| Driver’s Licence | Commitment to OH&S |
| Work Permit | Commitment to Knowledge Management including data collection, document control etc. |
| National Police Check | Proficient in the use of Microsoft Word and Excel, databases, e-mail, internet |