



Position Description

General Manager, Inside Policy

Reports to:	Managing Director
Direct reports:	4
Location:	Sydney
Capacity:	Fulltime/possibly 4 days
Website	www.insidepolicy.com.au

Overview

Inside Policy is a boutique consulting firm and under the leadership of Natalie Walker, Managing Director and Founder, it has enjoyed success since 2015. The organisation is in a very positive and impressive position creating a very strong value proposition for its clients.

The organisation has an ambitious growth agenda over the next three to five years and has introduced a new position of General Manager to embed infrastructure and processes to enable it to scale and grow.

Key priorities for the General Manager role are to be a capable leader for its staff, setting the right tone around culture and high-performance, and strong operational and administrative skills to organise key activities.

Role purpose

This is an active, very hands-on and rewarding role that requires tenacity, emotional intelligence, and excellence in implementation and communication. The purpose of the General Manager role is to help guide and execute the overarching strategy of Inside Policy, ensuring alignment of activity to strategy and financial sustainability.

Responsibilities outlined below are principally focussed on contributing to the business's strategic plan, and operationalising it by creating policies and processes to ensure operations consistently meet the changing needs of this growing social enterprise; including financial reporting and forecasting, and oversight of people and culture management, project performance, marketing and communications, and business development.



Primary responsibilities

- **Operational management** – Ensure operational excellence and integration across business development, IT, finance, project management, people and culture, marketing and communications, and all other operational functions. This includes responsibility for assessing project performance and seeking client feedback, as well as managing workflows and demands for staff members.
- **Financial and risk management** – In conjunction with the accountant, oversee development and management of the organisation's overarching budget to ensure day to day efficiency, alignment of budget to strategy and impact and long-term financial sustainability. You will be responsible for co-authorising payables and approving expenditure in accordance with a delegation of authority policy. In addition, oversee statutory compliance, audit, legal and insurance requirements and provide financial modelling and analytical expertise.
- **Quality systems and processes** – Evaluate the current systems and make the necessary changes to ensure the organisation has the right systems that will meet its growing needs. Oversee the ongoing management and operation of the organisation's processes and systems. Provide timely, accurate and complete reports on the operations of the organisation to the Managing Director in order to sustainably, effectively and adequately service operations.
- **Enable the Managing Director** - Be responsible for empowering the Managing Director with information and support, by providing timely, effective and reliable guidance and advice on budgetary and organisational matters, and integration and planning of the organisation's priorities and projects.
- **Organisational strategy** – Contribute to the development of the organisation's overall strategic plan and direction, aligning key activities to strategy and creating a framework for the development of operational plans.
- **Overseeing business development** – Contribute to the development of the organisation's business development plan and monitoring the competitive environment with the Business Development Manager. You may also be asked to represent the organisation at marketing events and expected to sell the organisation and its products and services. You will be expected to forge strategic partnerships to scale and grow the business and its impact.



Knowledge, skills and abilities required for the role

- Strong knowledge and experience of managing a business and operational management. Highly regarded if in a start-up environment or for an organisation that was growing.
- Senior management experience, including finance, budgeting, compliance, people, IT systems, quality improvement, project management office.
- Demonstrated strategic planning and implementation skills with advanced problem-solving skills
- A solid understanding of income generation (highly regarded within a consulting environment)
- Excellent verbal and written communications skills
- Excellent negotiation and interpersonal communication skills with the capability to work with a diverse range of stakeholders
- Excellent relationship building capacity and the ability to relate well to people with diverse experience and backgrounds working across a wide range of functions and competencies
- Ability to work autonomously without supervision
- Experience aligning operational and individual work plans to organisational strategy



Position Responsibilities	<ul style="list-style-type: none"> • Build organisational capability • Lead a high performing team and champion the organisation's culture • In consultation with the Managing Director, establish the strategic direction for Inside Policy and develop and implement long-term strategic and operational business plans and policies to achieve Inside Policy's objectives • Monitor the competitive operating environment, be innovative and initiate action to promote and enhance Inside Policy's reputation and position • Manage the overall operations of Inside Policy and ensure business performance objectives are met and that Inside Policy's financial performance and assets under management are sustainable
Capabilities	<ul style="list-style-type: none"> • Leadership and driver of organisational culture • Development and management of resources, policies and systems • Ongoing and active written and verbal communication with the Managing Director, staff members, and other key stakeholders • Forge strong strategic relationships • Financially capable and strong commercial acumen • Strong knowledge and experience of managing a business and operational management. Highly regarded if in a start-up environment or for an organisation that was growing. • At least 5 years senior management experience, including finance, budgeting, compliance, people, IT systems, quality improvement, project management office. • Demonstrated strategic planning and implementation skills with advanced problem-solving skills • A solid understanding of income generation (highly regarded within a consulting environment) • Ability to work autonomously without supervision • Experience aligning operational and individual work plans to organisational strategy



Key behaviours	<ul style="list-style-type: none"> • Be a leader, delegate and empower and set people up for success • Practice accountability and take responsibility for results • Listen • Have a collaborative approach • Be honest, tell the truth, demonstrate integrity • Demonstrate respect, genuinely care for others • Create transparency, be open and authentic • Make things right when they are wrong, demonstrate personal humility • Show loyalty, give credit to others • Deliver results and make things happen • Continuously improve and actively seek feedback • Take issues head on and lead courageously • Clarify and share expectations – don't assume they are clear or shared
Qualifications	<p>Degree qualified as a minimum</p> <p>Formal management qualifications/ training is highly desirable</p> <p>COO/ GM experience in an equivalent size organisation (highly desirable in a start-up environment, but not essential)</p>
Other relevant information	Travel requirements:
	Out of hours work: