

POSITION SPECIFIC RESPONSIBILITIES

General Manager – Operations

Purpose

Ensure the development and execution of the tactical goals necessary to meet the strategic objectives of PositiveMedia

Key Responsibilities

Assist the CEO in the development and communication of strategy
Overseeing the operation and performance of the current business of PositiveMedia
Ensure the timely execution of strategy through use of the implementation plan system using seasonally adjusted quarters
Ensure the overall performance of the organisation is in line with current budgets using the management reporting systems and regular review meetings
Ensure the upskilling and development of the operations leaders using the organisations people practices & process as per the performance & development planning cycle; facilitate team participation, debriefing and action planning with the annual engagement survey (BCWI) and monthly health checks
Ensure the organisation is abreast and up-to-date with technology and the use of it in conjunction with the CEO and General Manager Services
In conjunction with the General Manager Services, oversee the development of all metrics, both financial and non-financial so that both the strategy and performance are easily communicated down to direct reports and up to the CEO
Ensure that organisation policies and practices are regularly updated and are 'living documents' in the organisation
Participate in and provide reporting to relevant Board committees
Participate in the ongoing upkeep and monitoring of the instrument of delegated authority to ensure that operation execution is maximised
Identify and manage risks within the agreed risk framework
Assist and support the CEO

Reports to	CEO
Direct Reports	Business Development Director, Commercial Partnerships Director, Major Donor Director, Listener Engagement Director, Donor Engagement Director

Key Result Area	Expectations
Leadership	Play an active role on the executive team
	Assist CEO in strategy development for the organisation
	Coordinate the operation of the business units whilst upholding the values and culture of PositiveMedia
	Lead, coach and develop the Operations team
Strategy	Oversee the execution of operations across the organisation
	Ensure updated software and technology is implemented in all business units to allow organisation growth
	Monitor industry and competitive players to ensure the operations can compete and win in the changing landscape
	Ensure business units comply with monthly, quarterly, annual and audit timetables
	Oversee the management of risks within the risk policy, with the CEO
	Assist with ACMA licence renewals or application
	Ensure all business units adhere to PositiveMedia's policies and practices with a part eye on privacy
	Ensure regular monthly reporting of results are reviewed and communicated with the CEO
	Ensure business units provide all operational information required to complete the annual report within agreed timelines
Budget	Oversee the preparation of business units annual budget and forecast
	Ensure any forward projection of capital requirements is communicated to the General Manager Services for inclusion in any strategy update and current budgets
	Manage department costs within budget
Metrics	The rolled-up metrics of all business units
	Key measures of closed-won, revenue, retention and growth

Qualifications / Training	Bachelor's Degree in Business/Commerce or equivalent Demonstrated history of effective leadership at a senior level within a small-medium sized organisation,
Competencies	Business Acumen Relationship builder People leadership Results Orientation Emotional Intelligence
Interpersonal Attributes	Passion for the vision & mission of PositiveMedia Integrity of the highest standard Outstanding interpersonal & leadership skills The ability to keep functioning effectively when under pressure