

AASW Position Description – Corporate Services Manager

1. POSITION SUMMARY & STATEMENT	
JOB TITLE	Corporate Services Manager
DEPARTMENT	Corporate Services
REPORTS TO	CEO
DIRECT REPORTS	Senior Accountant, Assistant Accountant, Finance Officer, Membership Officer, Office/ICT Manager, HCC/HR & Admin Staff (2), Branch Staff (11), Project Staff as required
AWARD	Clerks – Private Sector Award 2010
CLASSIFICATION	Pay point scale: Management Level
HOURS OF WORK	Full time, normal business hours as required
DIMENSIONS	T/O = \$5 million, Total AASW Employees = 32
DATE	April 2012
<p>CONTEXTUAL MATTERS: The appointee operates in an environment which:</p> <ul style="list-style-type: none"> • Is “hands-on, with multiple layers of governance and accountability • Has multiple National Programmes and Committees each under the oversight of an operating manager but drawing on central support services • Has paid staff in up to 10 locations (all employees of the company on our payroll) including the twin National Offices in Canberra and Melbourne, plus co-located and separate Branch Offices • Has recently and successfully implemented several new management systems • Is run by voluntary Board of Directors, and governance level committees • Has a visionary governance and growth culture • Needs ongoing upgrades to enable effective financial and management systems. 	
<p>POSTION OBJECTIVE: To deliver cost effective administration, finance & accounting, membership & marketing, information & communications technology and branch administration services to AASW members and governance groups within the objectives and policies of the Association, by ensuring best practice leadership, management, and staff compliance in the AASW as a whole.</p>	

2. KEY ACCOUNTABILITIES	
<p>Objective 1: To provide management and leadership support to the CEO, Board and Officeholders including Branch presidents, National Committee and Programme Convenors</p>	<ul style="list-style-type: none"> • Support CEO, provide advice, manage organisational infrastructure for AASW, provide ad hoc supervisory services on behalf of the CEO, and undertake special projects • Ensure efficient and effective administration of Board, Board Committee, and Branch and National Programme proceedings, • Provide Governance and support services and advice, ASIC compliance, as required to the Board, Board Committees and to national committees as required • Provide support services to AASW operating managers and national programmes as required • Provide governance and support services to Branch Presidents and Branch Management Committees as required • Provide general (or by specialist advisor as required) legal, insurance and governance advices when required

<p>Objective 2: To manage and lead the finance and accounting functions of AASW</p>	<ul style="list-style-type: none"> • To ensure best practice operation and management of financial and accounting systems (in a timely and accurate manner) including <ul style="list-style-type: none"> • financial budgeting and forecasting • accounts payable and receivable, • cash and funds management, • taxation & statistical returns, • payroll, and • regular analysis and reporting of results • Ensure processes are compliant with respective commercial and accounting standards and legislation especially: <ul style="list-style-type: none"> • AIFRS • Corporations Act, and • Commonwealth and state / territory tax legislation etc • Ensure proper controls, approvals, and reconciliations • Ensure systems are managed in accordance with AASW and providers policies, standards, and procedures. • Ensure financial records are maintained to a standard to meet required audit standards and to assist auditor in completing annual and other specific audits • Ensure support staff are full trained and competent • Provide back up and continuity of key functions when key staff are absent through training • To ensure effective support to the Board Finance Committee in the development of policies and strategies
<p>Objective 3: To manage and lead the membership services & marketing functions of the AASW</p>	<ul style="list-style-type: none"> • To manage the membership team to provide superior membership services within approved policies and procedures including: <ul style="list-style-type: none"> • Budget and business planning processes • Membership systems integrity reliability • Regular reporting to the CEO and Board • Coordination of the database system providers (LCubed & IVT) with the membership and finance teams • Ensuring staff are fully trained with backups for key roles • To lead the team based development and implementation of best practice marketing plans using an research based innovative marketing mix strategy and coordination with corporate policies and strategies including: <ul style="list-style-type: none"> • Product and People – maintenance and innovative development of the package of services meeting the needs of current & potential members • Placing – managing the process and mechanisms for delivery of membership services and benefits • Pricing – management of membership and related fees, member services (eg CPD) and merchandise • Promotion – Communication of the portfolio of membership benefits, services and features to current & potential members using corporate branding etc • To ensure membership marketing plans include: <ul style="list-style-type: none"> • Priorities for improvement and expected timeframes • Strategies and initiatives to grow and retain membership • Marketing and promotional materials to support plans • Relationships with branches (BMC & Staff) in the development

	<p>and implementation of the marketing plan</p> <ul style="list-style-type: none"> • New business opportunities, increase sources of commercial revenue and incorporating within the plans • Cost effective communication and advertising campaigns • To ensure effective support to the Board Membership Committee and CEO in the development of marketing and membership policies and strategies
Objective 4: To ensure the effective delivery of locum and career promotion, and support services through the separate Horizon Career Centre (HCC) website	<ul style="list-style-type: none"> • To promote and manage the HCC operations throughout Australia in a profitable businesslike manner making a profitable significant gross contribution to AASW income • To ensure the online HCC system and resources are managed and operated in an efficient, professional cost effective manner. • To ensure clients advertising and applying for locum and vacant social work positions are provided with efficient and effective online services • To ensure members seeking career advice are provided with ready access and support from published materials • To ensure the HCC systems represent AASW as an effective professional contributor in social work career services
Objective 5: To ensure the effective delivery of National and Branch office services to AASW Branches	<ul style="list-style-type: none"> • To provide best practice HR management including recruitment, employment agreement, performance review and management and related HR services, • To ensure AASW activities with staff, stakeholders and visitors meet appropriate OH&S standards • To develop and implement an organisation wide Risk Management Framework, including insurance, risk management standards, policies, and procedures, incorporating National Office, Branch Offices and national committees and programmes. • To provide consultancy and related contract and legal advice to National and Branch activities, committees and programmes
Objective 6: To manage and lead effective delivery of ICT services to National Office and branch offices of AASW	<ul style="list-style-type: none"> • Provide best practice management of AASW ICT infrastructure as delegated by the CEO including: <ul style="list-style-type: none"> • NO network server and network operating systems • Sage AccPac Accounting System • Wage easy Payroll System • CommBiz online banking system • Horizon Career Centre • Web based Member Manager system • Internet site structure • AASW telephone system • To develop new systems or upgrades as may be required including: <ul style="list-style-type: none"> • Windows 7 upgrade across the network • Branch and national office network / ICT integration • Proposed AASW Network intranet • Horizon CC integration with AASW website • Ensure systems are managed in accordance with AASW and providers policies, standards, and procedures especially with regular upgrades and back up processes. • Ensure support staff are full trained and competent in ICT support

	<p>processes or supported by appropriate professional providers or contractors</p> <ul style="list-style-type: none"> • Provide backup & continuity of key functions if staff are absent
Objective 7: To undertake alternate duties as the Position Manager may reasonably require	<ul style="list-style-type: none"> • Undertake alternate tasks as may be required from time to time to a professional standard • Provide assistance to other managers and employees as maybe reasonably required • Active involvement in quality and continuous improvements, and always seek best practice in fulfilling your role. • Maintain an up to date knowledge of skills and tasks through ongoing education • To undertake strategic developments using structured project management tools and processes
<p>Notes: As the AASW is currently going through a significant growth and redevelopment this position description may be amended from time to time, and the employee shall adapt to developments as may be reasonably required of the position.</p>	

3. CORE COMPETENCIES AND CAPABILITIES

These competencies and capabilities are fundamental requirements for this employment position and the employee is required to meet these requirements.

Personal Responsibility

Complies with the AASW Code of Conduct at all times, anticipates and adapts willingly to changing demands and situations. Takes personal responsibility for awareness and compliance with all procedures, standards, practices, and policies of the AASW in so much as they apply to the relevant position.

Regulatory Compliance – Privacy, Safety, Health, and Environment

Ensures a strong awareness and compliance with Regulatory Standards to ensure ongoing privacy, safety, and security of stakeholders, and takes appropriate preventative measures to minimise the risk of adverse incidents.

Leadership and Communication

Leads or promotes initiatives in their work area to ensure effective performance and achievement of the objectives. Promotes a team spirit and communicates effectively and professionally with fellow employees, management, members, suppliers and service providers

Business Acumen

Applies a broad perspective to their contribution to ensuring ongoing viability of the AASW and seeks to achieve strong performance, efficient use of financial and physical resources, and seeks to minimise waste and poor performance.

Awareness and Sensitivity

Recognises and respects cultural and societal differences that may be present amongst members, their fellow employees and other stakeholders. Actively seeks to promote, equal opportunity, personal development and growth and appropriately adapts interpersonal approaches for different situations

4. SELECTION REQUIREMENTS – PERSON DESCRIPTION	
TECHNICAL ATTRIBUTES	PERSONAL ATTRIBUTES
<p>Essential Requirements</p> <ul style="list-style-type: none"> • Advanced degree in Accountancy, or Finance, or Business with an accounting major • Professional membership at CA or CPA level • Demonstrated best practice in: <ul style="list-style-type: none"> • finance systems management, • management accounting, • financial reporting (AIFRS) and • regulatory compliance with Corporations Act and related requirements • governance level reporting • Demonstrated competency in current Australian accounting practices and standards • Demonstrated competency in professional marketing and / or management of membership or client services • Demonstrated competency in ICT systems development and management working with external service providers • Strong personal competency in MS Office: <ul style="list-style-type: none"> • Word, XLS, PowerPoint, Outlook, etc • Experience in ATO and ABS returns • Wages and payroll administration 	<p>Essential Requirements</p> <ul style="list-style-type: none"> • Enthusiastic, energetic, conscientious, • Good listener, good communication skills, team player, mentor • Shows positive leadership qualities, takes responsibility, • Good problem solver, shows high level initiative, open to new ideas • Innovative, both strategic and systems & procedures focussed, • Confidence and ability to work with stakeholders at all levels • Team based approach to leadership • Able to handle periods of high workload and meet deadlines
<p>Desirable Requirements</p> <ul style="list-style-type: none"> • Senior project experience in ICT systems development & operations • Experienced in database systems & (input & output) accounting principles • Budget and monthly systems design of analysis and reporting experience • Treasury, funds, investment and banking experience • Experience in developing sustainable business practice in an organisation undergoing change 	<p>Desirable Requirements</p> <ul style="list-style-type: none"> • Experience in organisational governance and business principles • Experience in multifunctional roles in complex small to medium organisations

5. ACCEPTANCE	
I understand and accept the duties and responsibilities as outlined in this position description.	Employee: Date: