

JOB AND PERSON SPECIFICATION

Title of Position:	General Manager
Remuneration:	ASO 8
Type of Appointment:	Full Time Contract (37.5 hours per week)
Term of contract:	Fixed Term 2 Years
Line Management:	Chief Executive

Job and Person Specification Approval

Mimi Crowe

.....
Chief Executive

Carclew Inc.

About Us

Carclew is the home of youth arts and creativity. It connects all children and young people to a world of creative possibilities, as artists, learners and audiences. As Australia's largest multi-artform cultural institution dedicated to children and young people, Carclew is a vital part of Australia's youth arts and arts sector.

We are at a time of unprecedented growth. Driven by our core value to have the greatest impact on the greatest number, we have an ambitious path to amplify and elevate the youth arts sector in Adelaide, South Australia and nationally.

Carclew staff are holders of an important 50-year legacy in South Australia and at a point of renewal and revitalisation. We are looking for team members committed to seeing Carclew deliver impact and opportunity for children and young people for the next half-century.

Carclew is a not-for-profit organisation incorporated under the *Associations Incorporation Act 1985*. Carclew is also Public Authority under the Department for Education and has a role in dispersing State government funds through Carclew grant programs. The Minister appoints the Chair of the Board and each of the Board members.

First Nations voices and values are at the centre of all Carclew does. Through our commitment to First Nations children, artists and communities, we aim to ensure a safe space to learn and educate, inspire awareness and respect, and help to develop the cultural leaders of tomorrow.



About the role

Operating at the ASO8 level within the South Australian public sector, the General Manager, Carclew oversees a diverse portfolio of responsibilities spanning finance and operations, marketing and development, IT, HR, and our grants programs. This multifaceted role requires a strategic thinker who can balance operational efficiency with creative vision, driving forward our mission to empower young artists, learners and audiences. This newly created role reports directly to the CEO and sits alongside the Head of Programming as the organisations leadership team.

The General Manager will be the central point overseeing Carclew's funding applications and acquittals. Managing a team of experts in Finance and Operations, Grant Programs and Marketing and Development, the General Manager is the glue that holds it all together and a vital part of Carclew's commitment to fostering a supportive, empowering and enjoyable work culture.

About You

As the General Manager you are a dynamic and visionary leader with a passion for youth arts. Children are at the core of our programming and this role will be the key contact with the Department for Education and other key partners and stakeholders. You will have established arts connections and network and be critical in delivering on our guiding principle to amplify and elevate the youth arts sector.

With a proven track record in strategic management and a commitment to fostering innovation and excellence, you will play a pivotal role in Carclew's current period of renewal and growth. You will understand the requirements around working with children safely and oversee our risk management practices and policies. You will lead staffing culture, helping become Carclew the best arts organisation to work at in South Australia.

You will have significant demonstrated experience working in arts organisations and understand the role of rigorous operational management as a critical factor of success alongside creative programming.

Work Level Definition - Work Level 8 (ASO8)

Work Level Definitions Duties at this level are responsible for a major program or programs which are at the state-wide level or which are of critical importance to the agency operating within broad policy guidelines.

There is a demand for very high levels of discipline expertise and experience combining elements of planning, organising, directing and evaluating to determine goals and priorities within the framework of the corporate objectives of the agency or of other agencies. This level requires a capacity for original thinking, creativity, the exercise of significant levels of independent judgement, and the exercise of delegated authority as required.



Key accountability and functions

Reporting to the Chief Executive, the General Manager alongside the Head of Programming is the Leadership Team at Carclew. The role is responsible for leading the functions of business operations management including but not limited to; strategic planning and implementation, finance, grants and funding programs, ICT, building maintenance and security, customer service, People and Culture, and WHS for the effective and efficient operation of general administrative functions and operational excellence.

The General Manager is responsible for:

- Leading the finance and operations team to achieve high-quality support and service across the organisation including additional areas of customer service, office management, building maintenance and security, ICT, HR/WHS administration including Payroll, and governance functions.
- Under direction from the Chief Executive and in collaboration with the Leadership Team, preparation of the annual Carclew budget and acquittal of all funding programs ensuring compliance as a Public Authority as outlined by the Office for the Commissioner for Public Sector Employment.
- Preparation of financial documentation and reports for the Chief Executive, Carclew Board, and external financial reports to state and federal funding bodies.
- Day-to-day administration of the company, ensuring operational and governance excellence including overseeing budget, cashflow, and meeting reporting requirements as an agency of the public sector. Under the direction of the Chief Executive and in collaboration with the Leadership Team, development of systems of work, processes, and procedures to ensure effective, efficient, and compliant organisational operations.
- Implementation and evaluation of policies, procedures, and systems in accordance with government policy requirements, operational needs, or continuous improvement practices.
- Leading the marketing and development team in delivering a sophisticated and growing relationship with audiences and stakeholders and ensuring fundraising programs and procedures are delivered with strong operational oversight and care.
- Oversee Carclew's grants programs including regular reporting, celebrating and storytelling of artists funded by Carclew to the organisation, industry and media.
- Risk management and oversight of all operational elements of events at Carclew's assets including the historic house in North Adelaide, Pom Pom, Gig Rig and other offsite locations.
- Operations management of the house including working closely with the Department for Education and external providers to ensure a regular maintenance of the house and gardens is delivered to a high standard.

Reporting/Working Relationships

General Manager reports to the Chief Executive and is the Executive Officer for the Finance and Risk Sub-committee of the Board.

The position provides line management of the Manager, Finance and Operations, Funding Programs Coordinator and Manager, Marketing and Development. A total of 7 FTE have direct or indirect reporting relationship to the General Manager in addition to front of house and other casuals as required.



General Manager supports the wider organisation in partnership with the Head of Programming through establishing and maintaining effective administration systems, budgeting and work processes. A focus on strong operations management and continuous improvement assists in creating an efficient operating environment to enable achievement of performance and strategic outcomes.

Key accountability and functions

Contribute to the effective and efficient operation of Carclew through:

- Motivating and leading the Finance and Operations team to achieve expected performance and behavioural standards and ensure a positive team and workplace culture through coaching, development and alignment with company values.
- Monitoring and reporting on the organisation's budget and cash flow to the Chief Executive and Board and support budget owners to critically analyse budget reporting and make sound recommendations to ensure effective budget management as required.
- Managing the review and analysis of current systems and internal controls to ensure ongoing compliance and continuous improvement.
- Overseeing financial processes including payroll operations, including statutory responsibilities for superannuation, WorkCover and PAYG Tax as well as reporting requirements for Business Activity Statements and account reconciliations.
- Preparation of bi-monthly and annual financial reports for the Board, in conjunction with the Finance & Risk Committee and the Chief Executive. This includes preparation of variance reports on annual program and project budgets and representation at Committee and Board Meetings as required.
- Preparation of external financial reporting, including reports to state and federal funding bodies.
- Managing effective governance of the organisation including meeting all legal and compliance obligations including reporting obligations as an agency of the public sector.
- Deep investment, time and commitment to Carclew's First Nations programming and staff.
- Leadership of a valued, impactful grant and funding program ensuring a high level of reporting and transparency to grow the program over time. This includes reporting, celebrating and storytelling of the grant recipients success and impact on their careers and development.
- Lead the creation of a theory of change and impact model to embed data and qualitative evaluation in Carclew's operations.
- Oversight and leadership of a sophisticated marketing, communication and development program.
- Other duties as required.

Ensure financial management systems and processes are appropriately maintained, including:

- Accounting systems and financial reporting.



- Financial management processes including accounts payable and receivable, payroll and leave liabilities.
- ICT systems and data security.
- Asset management systems.
- Investment Policy and portfolio management.

Ensure the effective and professional operation of human resources administrative functions, including:

- With the finance and operations team support, leadership and implementation of HR processes across the organisation, including contracting, induction and training of new employees.
- Effective management of the recruitment process to ensure Carclew is best positioned to attract and secure the best talent for the organisation.
- Provide general HR support and advice to employees including interpretation of the relevant Enterprise Agreement (SA Public Sector) and organisational HR policies and procedures.
- Ensure all employment practices comply with national and state regulations, including Carclew's responsibilities as an agency of the public sector.
- Provide support for leaders to ensure all HR and people-related processes are followed as per policy and procedure, and to ensure a positive workplace culture and great place to work.
- Overseeing review and development of workplace policy and procedures, ensuring compliance with employment-related legislative requirements and implementation of government policies.
- Human resources records management.

Overseeing effective WHS practices, including:

- Participate in the WHS Committee
- Lead organisational risk assessment processes and ensure WHS compliance in program delivery.
- Ensure all Working with Children and other training requirement compliance is in place, tracked and pro-actively maintained.
- Identify and report all health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace for WorkCover and other insurances.



PERSON SPECIFICATION

ESSENTIAL

- A minimum of 5 years' senior management experience in arts organisation management, or a similar industry or environment, including accountability for the finance and operational functions of an organisation.
- Extensive experience preparing accounts for auditing (external), management of financial reporting to government departments for funding purposes, and contract development and management.
- Excellent strategic planning, research, analysis, and reporting skills.
- Demonstrated success leading a team to achieve priority work deliverables and development and growth of knowledge, skills, and experience.
- Exceptional leadership influence including the ability to inspire and effectively support people through change, continuous improvement, and operational excellence.
- Strong written and verbal communication skills, with extensive experience preparing documentation and reports for Boards and other internal and external stakeholders.
- Highly effective relationship management including the ability to develop and maintain strong working relationships with all staff, contractors, and external stakeholders.
- Experience developing and maintaining highly effective and/or compliant operational processes, procedures, and policies.
- An understanding of Work Health and Safety, working with children and basic employment related legislation.
- Relevant qualification in accounting, business, or management (or equivalent experience).

DESIRABLE

- Experience in the arts and creative industries, specifically youth arts.
- Management of funding or grant program delivery.
- Current first aid certificate.

SPECIAL CONDITIONS

- The appointee will be required to have a relevant Working with Children Check and RRHAN-EC Certification prior to starting the role.
- Some out of hours work is required.
- Current First Aid Certificate.
- Driver's License.

