

MANAGEMENT POSITION DESCRIPTION



TITLE:	General Manager, Victor Harbor Horse Tram Authority		
AWARD:	Contract samosa level 6.1 to level 8.1 \$87,271,\$95,709, \$103,702		
LEVEL:	Contract Negotiation	REVISED:	

Key responsibilities

The General Manager is responsible for:

- Strategic directions for the Victor Harbor Horse Tram Authority including, key stakeholders engagement, marketing, promotion of allied business opportunities that will contribute to community needs and establishing a sound foundation for future growth of services by the Authority to meet community needs.
 - Ensuring all of the authority operations meet the requirements of the Victor Harbor Horse Tram Authority Strategic Plan, including financial, human resources, community and key stakeholder expectations.
 - Operation within all legislative requirements.
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Position Objectives

- To direct and control the operation of the Horse Tram Service, applying experience and judgement.
 - To liaise with the Authority for all works regarding the Horse Tram Service.
 - To provide the very best service in the field of tourism while providing the best environment and workplace for horses, staff and visitors.
 - To establish a structure where staff and the community have a feeling of ownership, pride and a stake in the future of the horse tramway.
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Job Specification

Duties:

Financial Management

- Establish an operating budget, a Long Term Financial Plan and Asset Management Plan.
 - Provide financial reporting on budgets and end of financial year to the Authority Board as required by the Charter.
 - Provide resolutions report and work program to each ordinary meeting of the Authority.
 - Provide reports on agreed targets “projections and performance” as requested by the Authority Board.
 - Promotion of sound financial management and the future potential of the Horse Tram Service by engaging with key investment stakeholders.
 - Ensure ongoing regular updates of the Long Term Financial Plan and Asset Management Plan.
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Strategic

- Prepare a strategic Plan to ensure the future prosperity of the Authority to the Board.
- Provide regular feedback to the Board regarding the performance of agreed targets in the Strategic Plan.
- Proactively investigate and evaluate opportunities for business development and stakeholder engagement which will promote Authority operations and viability.
- Promote the objectives and activities of the Authority to all levels of Government utilising the media and contemporary public relation practices and protocols.
- Represent the Authority on relevant recreational facilities management and promotion issues via appropriate industry and committees and organisations.

Resource Management

- Highly efficient Contractor Management of the Authority Board's approved procurement requirements.
- Provide specialist advice and support on human resource management and industrial relations to the Authority.
- Undertake work force planning with the Authority board.
- Lead and coordinate the recruitment, induction, professional development and exit processes.
- Manage the Authority's training program and employee training records.
- Facilitate employee dispute resolution and grievance procedures in accordance with policies, procedures and legislative requirements.
- Develop and implement human resource policies and procedures.
- Maintain personnel records as required by the State Records Act.
- Establish and manage the Authority's work health safety systems including:
 - Undertake work health safety reporting.
 - Facilitate a work health safety committee?
 - Develop and implementation of a Work Health Safety Plan.
- Manage worker compensation claims including:
 - Undertake evaluation of claims and initiate actions and make recommendations based on experience and knowledge of Legislation.
 - Exercise the role and responsibility of internal Claims and Rehabilitation Co-ordinator, liaise with Local Government Workers Compensation scheme and Rehabilitation service providers as and when necessary, maintain confidential employee files.

Risk Management

- Establish systems to identify and manage risks within the framework of a Risk Management Policy established by the Authority Board.
- Report to the Authority Board on the management of risks as required by the Risk Management Policy.
- Ensure the accuracy, completeness, integrity and disclosure of the organisations financial statements through appropriate policies, procedures and internal controls.
- Ensure the organisation complies with all legislative and government requirements.
- Provide any legislative or government assurances regarding the organisation and its activities and stakeholders.
- Ensure appropriate operational practices and procedures in relation to legislative requirements are implemented and maintained.

Governance and Leadership

- Communicate in a timely way with the Authority Board on material matters affecting organisation and matters reserved for the Victor Harbor Horse Tram Board.
- Implement performance evaluations strategies and compensations systems appropriate to attract the right people and contractors to implement the strategic objectives of the Authority.

Organisational effectiveness

- Develop and maintain a capable and effective organisation with the right people in the right positions to implement the strategic objectives of the Authority.
- Ensure people strategies and compensation are appropriate to meet the requirements of the authority strategic plan
- Manage stakeholder and investment potential for mutual benefit.
- Implement effective customer relations to ensure satisfaction and return visit for all stakeholders.
- Oversee all marketing, public relations and communication initiatives that ensure that the Authority and its established mission, programmes and services are consistently presented in a strong, positive way to relevant stakeholders.
- Reduce reliance on funding through good business models, effective contract management sound asset facility management and by identifying sponsorships and allied commercial partners.
- Lead the organisation as a community leader and ensure the Authority contributes to the wellbeing of the community in which it functions.

Other

- Participate in development annual and longer term Objectives and success measures aligned with the Authority strategic and operational plans and values.
- Facilitate and participate in an annual evaluation conducted by the Board or relevant Board committee members.
- Foster ethical and responsible decision making by management to set the ethical tone of the Authority
- Carry out any other appropriate responsibilities assigned by the Board.

Selection Criteria

In addition to demonstrating relevant experience across the core functional areas of responsibility identified in the position description, candidates will require a range of personal and professional skills including:

- Strategic thinking with the ability to create and articulate a vision and the capacity to plan and prioritise at a strategic level
- Outstanding leadership skills, with the ability to build a shared understanding of and commitment to the vision of the Authority.
- The ability to influence and work collaboratively with a range of interest groups including employees, officials, volunteers, community stakeholders, media and other interest groups at a state and federal level.
- Demonstrated successful experience in facility and asset management, including strategic, financial and operational objectives with a strong understanding of the workings and demands of the Victor Harbor Horse tram.
- Proven ability to develop an organisation through steady and continuous improvement against established performance objectives
- Solid financial acumen including the ability to interpret and report on financial accounts and operating budgets
- Proven experience in marketing, public relations and communications to promote the Tourism operation, preferably in a start-up arrangement.
- The ability to effectively operate a Horse Tram Service.
- To have a working knowledge of general health, applicable to working horses.
- To have a working knowledge of breaking in horses to harness driving.
- The ability to work with minimum direction and supervision, to make decisions in regards to work area.
- To be competent to motivate, work with and lead workers, within the Horse Tram Service.
- To have a positive attitude and communication skills.
- A sound knowledge of leadership and management skills to operate the Horse Tram Service.
- A knowledge/understanding of the financial functions of an organisation

Attributes

- Willingness to work effectively as part of a team.
- Ability to conduct oneself in a professional manner at all times.
- Ability to relate to people from various backgrounds.
- Ability to utilise initiative and respond to changing circumstances.
- Willingness to work on weekends and public holidays as per roster.

Training

- Attendance at external seminars, courses and conferences to enhance and maintain skills knowledge, and effective networks.
- Work, Health Safety internal and external courses as required.

Experience/Qualifications

- Demonstrate excellent human resource management skills
- Experience in coordinating services within the hospitality, tourism, local government or similar industries.
- Tertiary qualification in a relevant discipline is desirable.

Requirements of the Employee**Work Health Safety Responsibility**

Ensure, as a matter of self-interest and as a legal obligation, that nothing is done to make work health and safety provisions less effective. In particular:

- Know and observe the Work Health & Safety policies, procedures and reporting framework of the Council.
- Take reasonable care and obey instruction to protect your health and safety at work and the health and safety of others.
- Ensure that you do not endanger any other person through any act or omission at work.
- Ensure that correct use is made of all equipment provided for work health safety purposes.
- Ensure that you are not, by the consumption of alcohol or a drug, in such a state to endanger your own safety at work or the safety of any other person at work.
- Report all accidents to your supervisor, and report or make such recommendations to your supervisor, as deemed necessary to avoid, eliminate or minimise any hazards of which you are aware regarding working conditions or methods.
- Keep your work area tidy.
- Take the opportunity to participate in the election of Health and Safety Representatives.
- Ensure risk management strategies are adhered to.

As a Manager, you must:

- Provide information, instruction and training to assist each employee/volunteer so that they are:
 - safe from injury and risk to health
 - able to effectively and efficiently carry out the job
 - provided with adequate opportunity to maintain or improve work related skills
 - able to meet work health safety obligations within their area of responsibility
- Respond to employee's concerns and enquiries on health and safety whether made directly or through Safety Committee Representatives.
- Induct new employees and volunteers or those moving to new tasks.
- Undertake injury management obligations
- Monitor and develop employees' skills.
- Develop safe working procedures.

- Assist with regular organised hazard inspections:
- Inspect work arrangements, work processes, work areas and equipment.
- Regularly analyse procedures and systems of work.
- Consult with Safety Committee Representatives.
- Prioritise and recommend appropriate corrective action within specified time frames.
- Give employees' feedback.
- Report and investigate accidents and incidents:
- Assist in determining factors that contributed to an accident.

Records Management

- Employees have a legal obligation to meet the requirements of the State Records Act 1997 and to comply with corporate Records Management Policy, Procedures and Standards.

Performance Evaluation

- Performance evaluation shall occur in accordance with the Professional Development Review (PDR) procedure which will include annual position description reviews and will take into account the performance against this position description (PD) and the performance indicators contained in the PD.

Special Conditions

- The Officer may be required to work more hours than specified during busy periods, special events or for training.
- Out of hours work is sometimes required.
- The Officer's ordinary hours will be over a seven day roster which will require working on weekends and public holidays Travel within the region is required, and it is essential to hold and maintain a current driver's licence.

Organisational Relationship

- Work under direction of the Victor Harbor Horse Tram Authority Board.
- Supervise subordinate staff.

Selection Criteria

Essential criteria:

- High level of communication and public relation skills
- Sound skills in report writing.
- Demonstrated time management skills and ability to set priorities.
- Demonstrated ability to lead and work as part of a team.
- Demonstrated problem solving skills.
- Demonstrated ability to work with minimal supervision.
- High level of analytical and numeracy skills.
- High level of communication and interpersonal skills
- Demonstrated human resource management skills.
- A working knowledge of mechanical systems related to horse drawn vehicles.
- Demonstrated comprehensive knowledge of customer service principles.
- Demonstrated knowledge of administrative processes, procedures and practices.
- A working knowledge of customer services principles.
- A sound knowledge of Microsoft Office computer software packages.
- Extensive experience in a customer service environment.
- Experience in Work Health Safety principles and procedures.

- Sound level of experience in Office Management.
- Considerable experience in managing, breaking, training and coordinating a horse stock.

Desirable criteria:

- Qualifications in Horse Care, Public Relations, Hospitality, Tourism or related fields or study in a relevant discipline will be highly regarded.
- A working knowledge and experience in the procedures for ordering and receiving of goods.
- Extensive experience in driving of horses in harness or horse tram driving, horse riding and horse handling.

Performance Indicators

Primary Responsibility*	Target/Indicator*
Performance	All deadlines met. Work performed is accurate and timely.
Communication	Communication at all levels to be courteous, clear and patient. Prepare correspondence and reports as required.
Standards and Presentation	The standard and presentation of the Horse Tram Service as assessed by organisation, community and patrons.
Leadership	To form a partnership and work as a cohesive unit with the Team Leaders of the Horse Tram.
Information Technology	Demonstrate competent computer skills.
Staff	Effective and sound principles of Human Resource Management which minimise staff grievances and Industrial action. Conduct staff meetings and prepare and record agendas and minutes as required.

*Indicators and responsibilities to be reviewed on a regular basis and are subject to change

Document Administration

Position Description written by

Signed _____

Date / /

Position Description approved by the Board

Signed _____

Date / /

Current incumbent: << INSERT name >>

Date appointed to position << INSERT Date dd/mm/yyyy >>

Date position description last reviewed << INSERT Date dd/mm/yyyy >>

Next review date << INSERT Date dd/mm/yyyy one year later >>

Copy of Position Description provided to incumbent:

Signed: _____ (incumbent to sign and date)

Date / /