

JOB DESCRIPTION

Position title:	Executive Officer
Responsible to:	Board of Directors (through the Chairman)
Current Incumbent:	
Hours of Work:	As per Individual Employment Contract
Formal Qualifications Required	<ul style="list-style-type: none">➤ Tertiary qualifications in Business, Management, Finance, a related discipline, or equivalent experience.➤ NSW Driver's Licence, Class C.
Essential Knowledge and Competencies Required	<ul style="list-style-type: none">➤ Clear understanding of and personal commitment to the Mission and Philosophy of the organisation.➤ Demonstrated high level management competencies in Board level interaction, leadership, strategic planning, operational and financial management, human resources, management information systems, external relations and service provision.➤ Demonstrated experience in the comprehensive assessment, planning, provision and evaluation of community transport services.➤ Demonstrated high level competence in the development and implementation of organisational policy.➤ Competencies in marketing strategy, market research, public relations, advertising and promotional marketing, with the ability to drive marketing and promotional strategies and ensure effective implementation.➤ Demonstrated capacity to effectively deliver and monitor service provision within budgetary requirements.➤ Comprehensive experience in working within and co-ordinating a flexible, multi-skilled team environment with advanced interpersonal, communications and client service skills.➤ Demonstrated ability to operate independently and professionally with limited supervision.➤ Comprehensive knowledge and compliance of the Association's Incorporation Act 2009 and other related government legislation.➤ A knowledge of community care and community transport sectors, including funding and policy protocols, accreditation, standards and processes is desirable.

POSITION OBJECTIVES

The Executive Officer, is responsible for: developing and maintaining a close working relationship with the Board, the management team and key stakeholders as well as providing strategic leadership to create, evolve and implement strategies for the future success, growth and competitiveness of the organisation.

The position objectives include:

- providing leadership to the organisation;
- implementation of the strategic direction, including the conversion of the direction into business and/or operational strategies and plans;
- ensuring all business and/or operational strategies and plans have appropriate measures and accountabilities, and that systems are in place to ensure managers take responsibility for the realisation of these targets;
- in support of the Board, developing and implementing all policies and decisions of the Board;
- the overall direction, co-ordination and efficient management of the organisation in accordance with the Mission and Philosophy of the organisation, the Constitution and all other relevant statutory requirements;
- the direction and management of staff to ensure the highest standards of quality community transport and adopting a culture of organisational learning and continuous quality improvement; and
- raising the profile of the organisation within the region.

KEY ACCOUNTABILITIES

Mission and Philosophy

- Actively participate in and promote the desired culture of LCTG by ensuring all interactions, documentation and communications are conducted in a manner which supports LCTG's Mission and Philosophy.

Strategic Planning

- Actively lead and provide continuous support to others in establishing methods for implementing the principles of Continuous Quality Improvement to establish an environment which facilitates and promotes a culture of organisational learning and continuous improvement.
- Provide leadership in the development and implementation of strategic direction of LCTG including, where necessary, consultation with the Board, staff, clients and other relevant stakeholders.
- Lead the LCTG management team to facilitate the assessment of key service provision concepts and to allow the formulation of strategic, business and operational plans, policies and procedures for the overall sound management of LCTG.
- Examine relevant trends as they affect services at LCTG and modify plans and policies to maximise the benefits or minimise the impacts of anticipated changes

Relationships

- Ensure effective and mutually beneficial relationships are developed and maintained through effective contribution to and communication with stakeholders, including but not limited to:
 - the Board;
 - all LCTG staff;
 - community organisations;
 - unions;
 - the media; and
 - service providers / suppliers.

- Ensure effective working relationships exist with key Government agencies such as funding bodies, community organisations and other major relevant external groups.

Operational Management

- Lead the development of appropriate culture within LCTG by reinforcing and reclarifying, where necessary, the organisation's Mission, Philosophy, Strategic Plans and objectives to staff and other stakeholders.
- Research the needs for community transport within the region, ensuring the effective provision of services consistent with LCTG's Mission and Strategic objectives.
- Establish appropriate indicators and targets for key aspects of the LCTG's performance that provide a reliable and valid mechanism to measure progress toward the realisation of the organisations objectives and budgets.
- Critically evaluate all aspects of performance against targets and implement appropriate corrective action where performance falls outside of agreed parameters.
- Ensure appropriate resources, including physical, financial and human are in place to deliver against the LCTG strategic and organisational objectives and meet all necessary legislative and regulatory requirements.
- Ensure compliance to Board policies and directives.
- Ensure effective risk management procedures are in place in accordance with legislative requirements.
- Preparation and production of the Annual Plan.
- Represent the organisation and liaise with government, other community organisations and the wider community in order to develop the community transport services sector.
- Manage marketing, publicity and media relations throughout the local community in order raise the profile of LCTG.
- Develop links and network with relevant organisations to promote greater and more effective coordination of services.
- Contribute to evaluation studies within the community, eg for funding bodies.
- Make representations to all spheres of government and other relevant agencies to inform and lobby them on transport issues in the region.
- Seek adequate and continued financial support for transport services from government bodies and other relevant sources.

- Prepare submissions and tender documents for funding to government and other bodies.
- Develop, update and maintain service delivery contracts and agreements.
- Develop policies, procedures and charters for Board approval and implementation of same.
- Ensure that the Board is resourced to fulfil its role and responsibilities in terms of notice of meetings, agenda, supporting documentation, minute taking and distribution.
- Provide monthly Board reports outlining achievements against the organisation's Strategic Plan.
- Co-ordinate the development and implementation of organisational policy and procedure.
- Liaise with other community services and government departments to ensure optimum sharing of resources.
- Ensure requirements of the Privacy and Personal Information Protection Act (NSW) (1998) in relation to client information are upheld.
- Participate in any internal/external meetings or training that may benefit LCTG and its organisational objectives as requested by the Board.

Financial Management

- Monitor financial expenditure of the organisation, ensuring prudent management of the organisation's resources and expenditure within the approved budgets.
- In conjunction with the Administration Manager prepare annual budgets and periodic revisions for ratification by the Board of Management.
- Ensure the Board is informed re the financial responsibilities of the organisation, eg taxation (including GST, FBT) insurances etc.
- Oversee the production of end of financial year figures.
- Oversee the various acquittal processes required by funding bodies.

Staff Management

- Establish and maintain an appropriate organisation structure and staffing levels for LCTG.
- Ensure that all roles in the management team are properly defined and documented and appropriate delegations established.
- Ensure the effective recruitment and selection of the management team, ensuring that individuals are appropriately qualified and trained with proven abilities to perform responsibilities at the level required.
- Ensure that systems are in place to enable appropriately qualified and trained staff with proven abilities to perform their responsibilities.
- Coach and mentor direct reports to ensure that they effectively manage the resources for which they are responsible.

- Establish key performance indicators (KPI's) and performance goals for the management team and review annually.
- Participate in disciplinary discussions and counselling of LCTG staff as appropriate.
- Ensure staffing is optimised and that there is a high level of staff cohesion and morale.
- Ensure staff receive appropriate training and are provided with challenging and rewarding work.

Continuous Quality Improvement

- Ensure that quality standards and systems are developed and maintained throughout the organisation.
- Ensure the achievement of improvements in the whole-of-organisation approach through the use of information resources, information technology and telecommunications.
- Ensure that formal complaints and grievance procedures are developed and maintained.
- Ensure all complaints are investigated and resolved appropriately in a timely manner.
- Ensure the maintenance of accreditation with the community transport standards and other relevant accreditation bodies.
- Liaise and negotiate with the regulatory organisations as appropriate.
- Attend activities conducted by appropriate organisations and associations to ensure that LCTG has access to the most current information on effective transport practices and processes.

Statutory Compliance

- Ensure that LCTG policies satisfy the requirements outlined in applicable legislation and ensure organisational compliance.

Work Health & Safety (WH&S)

- Ensure that effective organisational systems are in place to facilitate LCTG's compliance with WH&S legislation.
- Ensure adequate allocation of human, technical and financial resources to create a safe workplace.
- Ensure that the management team of LCTG explicitly understand their responsibilities in relation to WH&S and have in place processes to ensure legislative compliance.

Community Relations

- Ensure all interactions within the community portray LCTG as a professional and caring provider of community transport services, whilst achieving optimal quality outcomes for clients.

AUTHORITIES (DELEGATIONS)

The Executive Officer is responsible for Operational and Capital Expenditure in accordance with financial delegations.

The Executive Officer is responsible for all administrative decisions and organisational policies linked to the provision of service or the efficient management of LCTG.

Establishment

Positions reporting directly to Executive Officer include:

- Service Coordinator
- Fleet Manager
- Accounts Manager

Signatures

Executive Officer:	Date:
Chairman of the Board:	Date:
Last Reviewed:	Date: