



Photo by Andrew Sikorski

About the role

The Business Manager performs an essential role in the Ainslie and Gorman management team, working closely with the Director and Operations Manager in a dynamic and fast-paced environment. The Business Manager ensures that the business operations of Ainslie and Gorman support the organisation's vision by maximising income generation, managing the association's finances and resources, and ensuring efficient and accountable administration.

Reporting to the Director, and supported by two Administration Officers and an external book-keeper, the role is responsible for overseeing the day-to-day administration of Ainslie and Gorman's business, financial, human resources, tenancy, contract, customer service and office management.

Key responsibilities

1. Business planning and management

- Assist the Director and Board in preparing, monitoring and implementing business and strategic plans, taking responsibility for outcomes in relevant areas and reporting on results.
- Assist the Director and Board in setting, monitoring and reporting on key performance measures, and informing strategic decisions in response to business performance.
- Attend regular management meetings with the Director and Operations Manager.
- Manage the administration and front-of-house team.
- Assist in the development and implementation of organisational policies and procedures.

Position:

Business Manager

Reports to:

Director

Supervises:

Administration Officers and contract Book-keeper, other contractors

Works in a team with:

Operations Manager, Marketing Manager, Creative Producers, and others.

Salary:

\$80,000 (pro rata) plus super

Hours of work:

30 hours per week, across five weekdays.

Key responsibilities cont.

2. Financial management and administration

Budget preparation, management and reporting:

- Prepare annual operating and capital budgets in consultation with the Director for Board approval, including collating and analysing data and preparing forecasts to refine and support budget assumptions.
- Provide to the Director timely and accurate intelligence about performance against budgets, including trends, risks and opportunities to maximise revenue and control expenditure.
- Prepare to strict deadlines regular monthly financial reporting, including reports of actual expenditure against budget with explanation of significant variation, aged receivables and other reports as required.
- Co-ordinate with Creative Producers, the Events and Venue Hire team and other staff as required to prepare, manage, reconcile and report on specific job code budgets, including program and event budgets.
- Provide advice, assistance and direction to other managers in budget preparation, quote preparation and accurate costing of services to clients.

Grant applications, management and reporting

- Manage grant applications, reporting and acquittal, including preparing revised program and budget reports, annual acquittals and multi-year grant applications, and liaising with funding bodies on all aspects of grant management.
- Collaborating with relevant team members and as opportunities arise, identify, apply for, manage and acquit strategic project grants including those relating to programs, capital improvements, capacity building and other areas.
- Manage auspiced grant services provided to clients including other organisations, groups and individuals, in order to meet deed of grant obligations and ensure efficient and cost-effective service delivery.

General financial administration

- Supervising two Administration Officers and an external Book-keeper, manage all aspects of financial record-keeping including MYOB and other related records.
- In conjunction with the Director and Treasurer, maintain and collate all records required for the annual audit and co-operate with the auditor to fulfil audit responsibilities on time and accurately.
- Oversee accounts payable ensuring timely, regular, accurate and efficient processes.
- Manage accounts receivable, ensuring timely, regular, accurate and efficient invoicing, monitoring of receivables, and implementation of our debtor management policies and procedures.
- Oversee all point of sale, cash handling, and all banking activities, ensuring responsible and transparent practices and regular reconciliation of all accounts.
- Manage recording and reconciliation of expenses against grants, sponsorship, donations and investments.
- Maintain accurately the inventory of stock on hand, asset register and depreciation schedule.
- Maintain accurately sub-licence bond liability accounts, calculating and applying interest periodically.
- Manage fortnightly payroll processes and oversee the annual reconciliation of payroll and preparation of payment summaries.

Key responsibilities cont.

3. Human resource management

- Ensure the organisation cultivates a positive and supportive workplace for all staff, resident artists and visiting artists.
- Oversee the development, monitoring and implementation of human resource policies and systems, including those related to recruitment, contracting, staff induction, time in lieu, annual leave, professional development, goal setting, appraisal and exit interviews.
- Oversee workers compensation declarations and reconciliations as required.
- Convene, and prepare agendas and minutes of, regular staff meetings.

4. Tenancy management

- Manage the implementation of the tenancy policy, including administering all stages of the tenancy life-cycle including applications, approval processes, sub-licence documentation, tenant induction, ongoing record-keeping, and vacating of tenancies.
- Provide responsive and accountable tenancy management services to resident organisations and artists, including timely and accurate information, a high degree of professionalism, responsive communication, and handling enquires, issues and disputes.
- Ensure the resident handbook is kept up-to-date and available to all residents.

5. Contract management

- Oversee the drafting and issuing of all contracts for staff, artists, partnerships, venue hire, sponsorship and other services and resources, providing advice and assistance to other managers as required.
- Oversee administration relating to the head licence, sub-licences, and service agreements to ensure our obligations are met and rights observed.
- Oversee the negotiation and delivery of service contracts with key suppliers.

6. Office administration and customer services

- Supervise front-of-house and visitor services including maintaining regular and punctual opening hours, receipt and referral of enquiries, parcel and mail handling, and responding to customer needs as required, at all times ensuring excellent presentation and a high standard of customer service.
- Ensure that the customer service charter and complaints policy is understood and lived up to by all involved.
- Oversee the coordination of Internet and phone (VoIP) services for staff and residents connected to our network, including referring issues to maintenance team and/or IT help desk and communication provider as required.
- Oversee the provision of services to our co-working spaces at both centres, and monitoring the allocation and use of space within them in accordance with our service agreements.
- Ensure that the office environment is safe, clean and presentable at all times, supervising procurement and maintenance of office furniture, equipment and supplies as required.
- Ensure that a comprehensive policies and procedures manual is kept up-to-date and observed.

Key responsibilities cont.

7. Filing and record-keeping

- Maintain the filing system and ensure filing procedures are observed by the team.
- Ensure electronic records are backed up daily and taken offsite.
- Ensure that the Access contact database is kept up-to-date and utilised by all team members.
- Manage the archiving of records and maintenance of the existing archive.
- Ensure that privacy policies are adhered to in relation to confidential information, personal information, and record-keeping generally.

8. Regulatory requirements and reporting

- Assist in identifying and managing risk, including keeping the organisation's risk register up-to-date.
- Be aware of and assist in ensuring compliance with obligations under relevant legislation including but not limited to the Associations Incorporation Act, Commercial Leases Act, Fair Work Act, Liquor Act and other legislation as appropriate.
- Assist in observing the Rules of Association, organising the AGM, preparing and lodging annual reports and annual returns for the association as required.

9. Executive support

- Provide high level advice, support and assistance to the Director.
- In co-operation with the Director, provide secretariat support for Board meetings including coordinating meeting schedules, preparing and circulating papers, and ensuring accurate records and minutes are kept.

10. Other duties

- The Business Manager will undertake other relevant duties as required.

Selection Criteria

The successful applicant will require strong, demonstrated experience in:

1. Effectively carrying out a senior management role in a NFP or small-medium business.
2. Applying insight and business acumen to develop strategic plans, with the demonstrated ability to set goals and achieve them.
3. Providing leadership in motivating and managing a team, as well as coordinating HR functions within an organisation.
4. Managing all aspects of financial administration in a NFP or small-medium business, with a detailed knowledge of relevant accounting practices.
5. Communicating effectively, providing excellence in customer service, and applying highly-developed interpersonal and problem-solving skills.
6. Identifying, applying for, and managing income from grants, sponsorship and donations.
7. Representing an organisation effectively and professionally to internal and external stakeholders.

Qualifications

- (Required) Tertiary or vocational education in accounting, business, management or a related field, or equivalent relevant experience
- (Desirable) Relevant arts-related qualifications or experience in an arts organisation of comparable scale and operation.

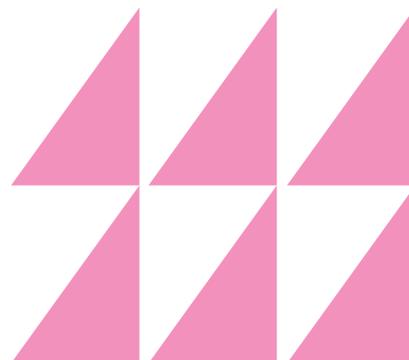


Photo by Andrew Sikorski

To apply

Please email your application by 5.00pm Monday 7 August 2017 to the Director, Ainslie and Gorman Arts Centres: enquiry@agac.com.au

Applications should include:

- Cover letter
- Detailed CV with contact details of two professional referees
- Response addressing selection criteria (maximum three A4 pages)