General Manager (GM) Position Description

CEO Position Description P a g e | 1

**Purpose of the Position**

The GM is responsible for providing high level administrative and project support to the Executive Committee of Australian Childcare Alliance Queensland. The GM is to oversee the overall operations and performance of ACAQ, ensuring that it runs efficiently, effectively, and in alignment with the ACAQ’s goals and strategic objectives.

**Job Specifications**

Award:

Reports to: Duration: Probationary Period: Hours:

Based at:

President / Executive of ACA Qld Permanent

6 months

38 hours Underwood Office

**Key Responsibilities**

* Advocate and represent our valued members on key issues impacting the accessibility, sustainability, quality and affordability of early learning services. Champion political reform to improve outcomes for children, families and services and reduce regulatory burden. A public voice for early learning services through the media, and promote the latest world research into policies and practices.
* Present submissions to Government to provide an evidence-based researched advice for improving the accessibility, affordability and quality of early learning services.
* Coordinate research and surveys to ensure the content of our submissions are well informed, based on data that we have collected.
* Provide project and administrative support to ACA Qld President and Executive Committee
* Attend and support Executive at formal meetings with Government, Department and key stakeholders
* Calmly and professionally follow up on and manage member queries in an attempt to reduce stress and anxiety and drive member services
* Work alongside and oversee administration of ACA Qld/CAECE office and secretariat services
* Manage and oversee College for Australian Early Childhood Educators (CAECE) Training & Operations Manager ensuring that KPIs and quality is achieved through the implementation of the strategic plan
* Strategic Leadership: Developing and implementing the organization's long-term strategies, identifying opportunities for growth.
* Operational Management: Overseeing day-to-day operations, allocating resources, and optimizing processes to improve efficiency and productivity.
* Financial Oversight: Managing the budget, financial planning, and performance analysis to ensure ACA’s financial health, profitability, and sustainability.
* Team Management: Leading and inspiring a diverse team of employees, setting performance expectations, and creating a positive work environment that fosters collaboration, innovation, and professional development.
* Risk Management: Identifying and addressing potential risks to ACA’s operations, reputation, and financial stability, and implementing strategies to mitigate those risks.
* Maintain internal and external relationships

**Responsibilities, Duties and Competencies**

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| **Responsibilities** | **Duties** | **Competencies, Skills and Attributes Required** |
| **Provide project administrative support to the Executive Committee** | * Oversee the organisation of committee meetings
* Plan and host member meetings and workshops
* Travel interstate as required to attend meetings – Support President at ACA national meetings and follow up tasks as required
* Facilitate meetings of membership when required including webinars etc. for regional and remote members
* Respond to media interviews when required
* Manage the preparation and distribution of agendas and meeting papers
* Compile reports for and attend meetings as scheduled
* Create, review and maintain ACA

Qld/CAECE annual budget ensuring KPI’s are achieved (to be approved by Treasurer/committee) | * An organised and systematic approach to work and work-plan objectives
* Consistency
* Capacity to plan and structure processes
* Maintain confidentiality
* Capacity to track and monitor incomplete tasks
* Excellent time management skills
* Continuous learning
* Effective, responsive communication
* Problem-solving
* Strong research skills
* Background in strong evidence and research- based writing
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|  | * Manage action lists from all meetings for Executive and committee
* Manage the recording, storage and distribution of accurate meeting minutes
* Create an action list for committee meetings and members; follow up on actions to ensure completed by the required time.
* Assist with the general operations of the Association governance/compliance actions
* Prepare correspondence on behalf of the committee
* Obtain committee signatories on required documents.
* Conduct project tasks as directed
* Provide high-level diary management support to President and Committee when required
* Undertake other duties as directed by Executive
* Guide and collate the development of submissions and policy documents
* Monitor and maintain the currency of policy documents
* Conduct regular Member surveys
* Research and investigate issues in ECEC sector in Queensland to ensure that we are advocating appropriately for members
* Implement initiatives that support members throughout Qld
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| **Manage the administration of Office and Secretariat****services** | * Advanced word processing, spreadsheet, and database software knowledge and skills to prepare reports, memos, and documents, including the ability to format significant documents and submissions
 | * Continually seeks to improve operational systems
* Attention to detail
* Strong Microsoft Office skills
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|  | * Attend to incoming mail regarding your duties
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|  | * Prepare Media releases, submissions, E- Newsletter content
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|  | * Write media releases and member alerts as required
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|  | * Set up a calendar of events for ACA Qld in conjunction with Office and Executive
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|  | * Manage representatives (i.e. Submissions, Face to Face meetings, Teleconferences, other important dates)
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|  | * Maintain accurate filing of information on the ACA Qld server of material as per the established procedures
* Update and ensure the accuracy of the organisation's databases in conjunction with Office Manager
* Back-up electronic files using proper procedures
* Provide secretarial and administrative support to President and ACA Executive as per ACA Qld policies and protocols
* Oversee association and CAECE expenditure ensuring that budgets are being adhered to
* Drive additional revenue streams to assist ACA Qld to remain viable to enable member support and advocacy to continue
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| **Oversee the updating of the website and social media platforms whilst supporting ACA Qld's communication plan** | * Oversee the updating and review ACA Qld website and social media platforms
* Implement ACA Qld communications plan
* Collate information for State-based members on activities of ACA National
* Manage and write member newsletters and regular updates to keep members informed of changes in the sector
 | * Have a competent understanding of social media platforms
* Demonstrate strong writing skills
* Demonstrate the capacity to research and source information
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| **Maintain internal and external relationships** | * Build effective relationships with committee
* Work co-operatively and assist the Executive Committee with their core duties as necessary
* Collaborate and share knowledge with the Executive Committee
* Undertake any other duties that support the organisation's aims and strategic objectives
* Continue to enhance and build on the reputation of ACA Qld with Local and State government ensuring that we are involved in all consultations
 | * Excellent communication skills - respectful, open, honest, tactful and unbiased
* Acts with integrity
* Recognises own strengths and areas for improvement
* Takes responsibility for actions
* A strength-based approach to working with others
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I have read this document and agree to undertake the duties and responsibilities as listed above. Name:

Signed: