

POSITION TITLE	Guiding Services Manager
REPORTS TO:	CEO
DIRECT REPORTS:	n/a
KEY WORKING RELATIONSHIPS	
CEO, Chief Commissioner, National Volunteers, Finance Administrator, National Communications and Marketing Officer, Office Manager and external providers	
PURPOSE OF ROLE	
<ul style="list-style-type: none"> • Provide support to the National Co-Ordinators to ensure that cost effective and efficient outcomes of national volunteer activities are achieved in line with the Girl Guides Australia (GGA) Strategic Plan. • As a proactive member of the National Office Management Team, seek to build relationships and integrate relevant best practices to support GGA's growth and profile as a viable and valuable community organisation 	
KEY RESPONSIBILITIES	
1. Guiding Services <ul style="list-style-type: none"> • Develop, implement and maintain systems and procedures to ensure the smooth running of Girl Guiding in Australia (GGiA) • Work alongside the National Volunteer Co-Ordinators to ensure service excellence in Guiding across Australia including the management of all publications supporting the delivery of the Australia Guide Program. • Develop program opportunities, under the direction of the Chief Commissioner, engaging with internal and external stakeholders to deliver innovative program solutions • Support the participation of Girl Guiding in Australia in international events, projects and programs. • Facilitate and support the regular catch-ups with SGGO peers in the co-ordination and delivery of the Australian Guiding Program • Proactively develop and enhance processes and practices to ensure GGA operations are continuously improved from the perspective of efficiency, effectiveness, timeliness and quality. • Provide timely budget information and assist in the creation of program budgets, as and when required • Ensure that programs budgets are adhered to and program delivery is timely 	
2. Grants <ul style="list-style-type: none"> • Work alongside the National Operations Manager in actively seeking and applying for grants to support the Australian Guiding Program • Create, manage and co-ordinate reporting and any other document, as required, for both grant applications and ongoing management, • Actively engage in Supplier Performance Management and provide matrix report to CEO. 	
3. Governance and Strategy <ul style="list-style-type: none"> • Under the direction of the Chief Commission and / or CEO, assist in the implementation of the Governance Framework, policy, procedures and good practise. • Work to support the strategic priorities of GGA • Make recommendation for efficiencies and best practise to support the delivery of the Australian Guide Program 	
4. Customer and Stakeholder Satisfaction <ul style="list-style-type: none"> • Demonstrate a high customer service focus to support the Chief Commissioner, CEO and National Co-Ordinators through proactive engagement to identify their needs • Demonstrate an ability to reflect high levels of customer service in all communications both internally and externally • Manage direct reports to achieve an excellence in the delivery of their tasks and services to their key client 	



groups

- Build and maintain good working relationships with key stakeholders

INHERENT REQUIREMENTS OF THE ROLE

- This is a hands-on project management role leading and communicating at both strategic and grass roots level with a high customer, quality and productivity focus. The ability to work with volunteers is key, and the capacity to act flexibly in a small business environment is a crucial part of the role.
- Some interstate travel may be occasionally required

Technical Skills and Capability

- 5 years + experience in an Operations or Project Management Role
- Good understanding of Girl Guiding and the Australian Guide Program, preferred
- Demonstrated understanding of project management.
- Demonstrated business planning and budgeting (development, maintenance and monitoring) skills.
- Demonstrated high level written and oral communication skills.
- Demonstrated knowledge of time-management processes and scheduling frameworks.
- Demonstrated sound knowledge of computing skills in, office software and data management.
- Demonstrated accuracy and attention to detail.

Key Personal Attributes

- Demonstrated proactive customer service focus and ability to clearly communicate to others.
- Must have the ability to maintain confidentiality.
- Demonstrated ability to understand and interpret stakeholder's brief to ensure their requirements are met.
- Demonstrated ability to collaborate with staff and colleagues to achieve the desired outcomes.
- Acceptance of the fundamental principles of Girl Guiding.
- Demonstrated ability to show initiative, resourcefulness and resilience.
- Sound interpersonal and negotiation skills; ability to operate as team player.
- Demonstrated ability to manage competing tasks.
- Effective problem-solving and decision-making skills.

Motivational and Career Fit

- **Accountability:** Desiring roles that carry a high level of accountability.
- **Challenge and Complexity:** Finding satisfaction in handling difficult tasks.
- **Diverse Interpersonal Interaction:** Liking a work environment with people with a wide range of backgrounds and points of view.
- **Teamwork:** Enjoying working closely with others in own area.
- **Change, Cooperation between Functional Areas:** Enjoying an environment that is constantly changing and where there are lots of opportunities for cross functional cooperation.