

<b>POSITION TITLE</b>	<b>Guiding Services Manager (Program Services Manager)</b>
<b>REPORTS TO:</b>	CEO
<b>DIRECT REPORTS:</b>	n/a
<b>KEY WORKING RELATIONSHIPS</b>	
CEO, Chief Commissioner (Head of Guiding in Australia), National Volunteers, Finance Administrator, National Communications and Marketing Officer, Office Manager and external providers	
<b>PURPOSE OF ROLE</b>	
<ul style="list-style-type: none"> <li>Assist in the development and delivery of programs for Girl Guiding in Australia.</li> <li>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.</li> <li>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</li> </ul>	
<b>KEY RESPONSIBILITIES</b>	
<b>1. Program Development &amp; Support</b>	
<ul style="list-style-type: none"> <li>Expand program offering and enhancing the quality of Guiding programs</li> <li>Develop, implement and maintain systems and procedures to ensure the smooth running of Girl Guiding in Australia (GGiA)</li> <li>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.</li> <li>Develop program opportunities, under the direction of the Chief Commissioner, engaging with internal and external stakeholders to deliver innovative program solutions</li> <li>Support the participation of Girl Guiding in Australia in international events, projects and programs.</li> <li>Facilitate and support regular meetings with State office peers in the co-ordination and delivery of the Australian Guiding Program</li> <li>Liaise with Marketing and State peers to ensure all programs are effectively communicated and supported</li> <li>Proactively develop and enhance processes and practices to ensure GGA operations are continuously improved from the perspective of efficiency, effectiveness, timeliness and quality.</li> <li>Provide timely budget information and assist in the creation of program budgets, as and when required</li> <li>Ensure that programs budgets are adhered to and program delivery is timely</li> <li>Report on program performance</li> </ul>	
<b>2. Grants</b>	
<ul style="list-style-type: none"> <li>Work alongside the National Operations Manager in actively seeking and applying for grants to support the national Girl Guide programs</li> <li>Create, manage and co-ordinate reporting and any other document, as required, for both grant applications and ongoing management,</li> <li>Actively engage in Supplier Performance Management and provide matrix report to CEO.</li> </ul>	
<b>3. Governance and Strategy</b>	
<ul style="list-style-type: none"> <li>Under the direction of the Chief Commissioner and / or CEO, assist in the implementation of the Governance Framework, policy, procedures and good practise.</li> <li>Work to support the strategic priorities of GGA</li> <li>Make recommendation for efficiencies and best practise to support the delivery of programs across Australia</li> </ul>	
<b>4. Customer and Stakeholder Satisfaction</b>	
<ul style="list-style-type: none"> <li>Demonstrate a high customer service focus to support the Chief Commissioner, CEO and National Co-</li> </ul>	



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 the development and implementation of educational programs 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.