

## **JOB DESCRIPTION**

Job Title: General Manager

Department: Corporate Operations

Responsible to: Board and Controller

Direct Reports: Construction Manager, R&M Coordinator, Administration & Training Manager

Primary Objectives: The General Manager will set high standards for all staff and ensure that all works are completed on time, on budget, and to quality objectives. The General Manager will hold a builder's license and direct staff and other resources to efficiently complete all tenders, contracts, private or other funded works. The General Manager will liaise with other managers to recruit necessary staff or engage required subcontractors, ensuring that local Aboriginal employment and apprenticeships are prioritised within the Company. The General Manager will also ensure a high standard of workplace health and safety, including regular maintenance of fleet, plant, equipment, and facilities, as well as appropriate staff training and supervision. The General Manager will make sure that the Company retains all required accreditation and certification, including CAL, ISO 9001, ISO 14001 and AS/NZS 4801.

Context Statement: Ingkerreke Commercial Pty Ltd (ICPL) is an Alice Springs based building and construction company delivering numerous capital and construction works, period contracts, and repairs and maintenance in regional and remote locations throughout the Northern Territory, Western Australia and Far North Queensland.

### **Key Responsibilities**

Key responsibilities are a guideline but not limited to the tasks below.

- Work closely with the Finance Manager to ensure the Company is profitable.
- Regularly evaluate the Northern Territory construction market to ensure the Company innovates and develops as needed to maintain competitiveness.
- Implement and update the Business Plan and Strategic Plan in conjunction with the Board, Management and external advisors.
- Identify appropriate future works and target tenders and applications to ensure successful bids.
- Monitor and manage staff performance and build a team of productive, qualified and experienced staff, maximising local Aboriginal employment and apprenticeships.
- Set and review KPIs for all management staff and provide leadership and direction.
- Oversee daily operations to ensure all tenders, contracts, or other works are completed on time, on budget and to a high-quality standard.
- Recruit, train and supervise staff as needed for a safe and efficient workplace.
- Ensure regular inspections and maintenance of fleet, plant, equipment and facilities.

- Complete all requirements to maintain Company accreditation and certification, including CAL, ISO 9001, ISO 14001 and AS/NZS 4801.
- Work with the Controller, Accountant, Board and Management to ensure the Company is compliant with its Constitution, ASIC reporting and any other legal requirements.
- Raise the profile of the Company through proactive networking and marketing, including attending events and regularly updating the website and Facebook page.

**Key Performance Areas (KPA)**

1. Ensure profitability of Company.
2. Build a team of productive, qualified, and experienced staff.
3. Ensure Company is legally compliant.
4. Ensure Company maintains appropriate accreditation and certifications.
5. Build and maintain a good Company reputation.

**Key Performance Indicators (KPI)**

KPIs will be reviewed regularly. Your annual appraisal will be based around the results of your Key Performance Indicators.

Key Performance Areas (KPAs)	Key Responsibilities	Key Performance Indicators (KPIs)
1. Ensure profitability of Company.	<ul style="list-style-type: none"> <li>• Oversee daily operations to ensure all tenders, contracts, or other works are completed on time, on budget and to a high-quality standard.</li> <li>• Implement and update the Business Plan and Strategic Plan in conjunction with the Board, Management and external advisors.</li> <li>• Regularly evaluate the Northern Territory construction market to ensure the Company innovates and develops as needed to maintain competitiveness.</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve agreed turnover target, based on business plan and market conditions.</li> <li>• Achieve agreed target profit of 12.5% (does not include 10% administration allocation).</li> <li>• Achieve agreed innovation target: joint venture, new product line, or expanding into new market or region.</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify appropriate future works and target tenders, quotes and expressions of interest to ensure successful bids.</li> <li>• Manage risk and regularly update risk management plans with the Board and Management to ensure good forward planning.</li> <li>• In conjunction with the Accountant and /or Finance Manager, ensure an annual budget forecast for the financial year is completed and accurate and up to date budgets and profit and loss reports are provided at each ICPL Board meeting.</li> </ul>	
<p>2. Build a team of productive, qualified and experienced staff.</p>	<ul style="list-style-type: none"> <li>• Recruit, train and supervise staff as needed for a safe and efficient workplace.</li> <li>• Set and review KPIs for all management staff and provide leadership and direction.</li> <li>• Monitor and manage staff performance.</li> <li>• Maximise local Aboriginal employment and apprenticeships.</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve agreed FTE target, set annually at a Board meeting, including target Indigenous FTE and target from ownership group (homelands).</li> <li>• Achieve agreed apprenticeship targets, including target Indigenous FTE and target from ownership group (homelands).</li> </ul>
<p>3. Ensure Company is legally compliant.</p>	<ul style="list-style-type: none"> <li>• Work with the Controller, Accountant, Board and Management to ensure the Company is compliant with its Constitution, ASIC</li> </ul>	<ul style="list-style-type: none"> <li>• Complete 100% of ASIC reporting on time.</li> <li>• Hold at least 4 Board meetings per year.</li> <li>• Manage risk to minimise work health and safety incidents. Report all</li> </ul>

	<p>reporting and any other legal requirements.</p> <ul style="list-style-type: none"> <li>• Ensure regular inspections and maintenance of fleet, plant, equipment and facilities.</li> </ul>	<p>such incidents appropriately and take action to rectify any ongoing safety issues.</p>
<p>4. Ensure the Company maintains appropriate accreditation and certifications.</p>	<ul style="list-style-type: none"> <li>• Complete all requirements to maintain Company accreditation and certification, including CAL, ISO 9001, ISO 14001 and AS/NZS 4801.</li> <li>• Ensure the Company is prepared for any relevant audits or reviews.</li> </ul>	<ul style="list-style-type: none"> <li>• Pass 100% of ISO audits.</li> <li>• Renew CAL successfully annually.</li> <li>• Ensure that the Company always has at least 2 staff with a builder's license and that other key staff hold the appropriate trade licenses on behalf of the company (electrical, plumbing, etc.)</li> </ul>
<p>5. Build and maintain good Company reputation.</p>	<ul style="list-style-type: none"> <li>• Raise the profile of the Company through proactive networking and marketing.</li> <li>• Work toward being a preferred employer and contractor.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and maintain good relationships with suppliers and clients.</li> <li>• Attend appropriate industry and community events.</li> <li>• Where possible, sponsor locally to achieve positive name recognition.</li> <li>• Maintain an updated website, Facebook page and Capability Statement.</li> </ul>

**Selection Criteria:**

***Essential***

- 1) Hold a current builder's license.
- 2) Minimum 10 years' experience in a senior management role in the construction industry.
- 3) Extensive knowledge of business and management principles involved in strategic planning, leadership, and coordination of people and resources.

- 4) Highly skilled in analysing and evaluating construction and financial results and implementing strategies to solve problems, control costs and achieve objectives.
- 5) Demonstrated ability to successfully tender for capital works.
- 6) Working knowledge of the Northern Territory construction market and the ability to innovate and adapt to this market.
- 7) Prior experience with ServiceM8 or similar job tracking software and good computer literacy, including Microsoft Office.
- 8) Demonstrated experience working effectively in a remote and multi-cultural environment, particularly with Indigenous Australians.
- 9) Good negotiation skills and the ability to develop supportive business networks with suppliers, clients, and subcontractors.
- 10) Demonstrated ability to build a high-functioning team from a diverse group of staff.
- 11) High-level communication skills, both written and oral.
- 12) Sound management experience and ability to effectively mentor others.

***Desirable***

- 1) Post graduate qualification in Business Management or similar.