



Executive Officer – Bathurst Central Council

Position Description

Position Title	Executive Officer
Central Council	Bathurst Central Council
Reports To	Executive Director – Central Councils and Commercial Operations
Location	Orange and/or Bathurst
Primary position objective	The Executive Officer works with and on behalf of the Bathurst Central Council to sustainably develop and support all Society activities and service delivery in line with the mission and vision, ensuring compliance and risk management, and the effective implementation of strategy at both State and Central Council levels of the Society. The role is an integral part of the Society's Senior Management structure.

St Vincent de Paul Society NSW

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20-year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 24,600 members and volunteers and 1,500 staff. Our local member networks, referred to as Conferences, are present in over 390 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 115 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Stores across NSW.

Central Council Overview

The Bathurst Central Council seeks to ensure that our community services and support operations are delivered effectively and in accordance with the mission of the St Vincent de Paul

Society, NSW, recognising that it is a pre-eminent Catholic Social Services provider that is member led and supported by volunteers and employees. The Bathurst Central Council is located in central west NSW and covers the area from Lithgow to Coonabarabran and Cowra to Coolah.

The Council operates a number of special works including the 'Vinnies Van and Café', 'Orange Food Pantry', 'Mary O'Leary Centre' and the 'Breaking the Barriers' Program. The Council operates 17 Vinnies Stores ('Centres') which provide the essential income to support its special works. The stores also support the Councils operations with the provision of furniture, clothing and household goods to families and people who are being assisted by conference members.

Position Overview

The Executive Officer is responsible for the management of the Central Council's operations and activities and works closely with the Bathurst Central Council President. The position provides management and leadership in collaboration with the Bathurst Central Council and ensures delivery of the NSW State Council strategy and policies through the direction provided by the Executive Director.

The Executive Officer oversees the management of the employees (current headcount of 13) and volunteers of the Bathurst Central Council and is an integral part of the Society's Senior Management structure. To be successful in the role, the Executive Officer must work across the staff, membership and volunteer populations, and effectively support the interaction between these groups and build a collaborative culture of service for both internal and external stakeholders.

Key Accountabilities

Governance, Strategy & Policy

- Lead the implementation of the Strategic Plan "*Our Society, Our Plan*" in conjunction with the Central Council and drive the development and delivery of an Action Plan for the Central Council.
- Lead the development and implementation of strategies for financial sustainability and growth for the Central Council in collaboration with the Central Council
- Work closely with the Central Council President, providing accurate, timely, relevant advice on all matters relating to the effective operation of the Central Council, and all operating entities under its supervision.
- Actively contribute to Society-wide leadership and governance related activities, which include working with the State Support Office and attending the Executive Officer meetings and workshops.
- Provide the Central Council with good quality information in order to carry out its responsibilities and make informed decisions.
- Participate in Central Council meetings and Regional Council meetings as an Ex Officio member and ensure effective secretariat support for all Central Council functions.
- Implement State Council policy and implement Central Council policies which are aligned to State Council policy.
- Ensure that all Society and government reporting required of the Central Council and its activities are completed accurately in a timely and accurate manner.
- Lead the continual improvement of WH&S policies and procedures and a safety culture across all sites and all activities for staff, volunteers and members.
- Develop and implement effective communication channels throughout the Central Council to ensure information and all required policies, procedures, programs are disseminated to members, volunteers and staff as necessary.

Key Performance Indicators

- *Executive Director and Central Council President concur*
 - *Executive operations are well run*

- *Regular accurate and timely reports of progress against Strategic and Business Plans are received*
- *Governance, risk management and healthy work environment practices assessed as best practice*
- *Volunteers, staff and members aware of and work within the framework of all policies, practices and procedures*

Community Services

- Work with members, volunteers and staff to ensure the services provided by the Central Council are of a high quality and achieving measurable outcomes for the people we assist.
- Ensure appropriate levels of support and communication are provided to members and volunteers to carry out their roles.
- Ensure that Special Works are managed in a way that ensures a quality service is provided and regular reporting is undertaken.
- Ensure that the retail and other business activities of the Central Council drive mission and vision and effectively interconnect with the work of members
- Build, develop and maintain effective partnerships with other community agencies in order to enhance services provided.
- Enable the effective delivery of programs for young people and facilitate opportunities to enhance the role of young people in the Society.

Key Performance Indicators

- *Executive Director and Central Council President agree*
 - *Central Council operations are perceived by stakeholders to deliver on its commitments*
 - *Communities are well supported*
 - *Staff members are professional and work collaboratively with volunteers and members*
 - *Timely and effective communication to all stakeholders*

People Management

- Provide leadership to employees and volunteers of the Central Council.
- Ensure the members and volunteers are supported by employees, as appropriate.
- Build the capability and manage the performance of employees through the provision of formal training, the Society's relevant performance appraisal systems and other support mechanisms.
- Maintain a volunteer management capability which ensures recruitment, induction, engagement, training, support, recognition and management of all volunteers
- Ensure appropriate staffing levels and structures are in place to achieve the Strategic/Action Plan objectives.
- Oversee effective training and development opportunities for staff, volunteers and members including mandatory training as required, to ensure that members, staff and volunteers are aware of the Society's Code of Conduct and other relevant policies and procedures.
- Ensure staff and volunteers comply with the Society's Code of Conduct and other relevant policies and procedures, and work closely with the Central Council President to ensure member compliance.
- In conjunction with the Central Council President, create a working environment in which there is effective interaction and support between employees, members and volunteers.

Key Performance Indicators

- *Executive Director and Central Council President confirm*
 - *Conduct is consistent with the values of St Vincent de Paul Society*
 - *Staff managed effectively and team capabilities grown*
 - *Formal and informal feedback indicate staff and volunteer's job satisfaction*
 - *All staff and volunteers clear about their role and goals, and receive regular coaching and feedback to assist their performance and development*

Finance, Business and Risk Management

- Oversee the effective strategic and operational management of the Central Council's retail and other business activities.
- Ensure financial resources are appropriately managed including coordinating the preparation of the annual budget and accurate and timely monthly financial statements.
- Ensure any financial issues are brought to the attention of the Central Council and Executive Director in a timely manner.
- Ensure compliance with all legal requirements relating to members, volunteers, employees and clients including, without limitation, WH&S laws, privacy laws, anti-discrimination laws, employment laws, and child protection laws
- Ensure all assets including property are maintained and managed effectively including any capital projects.
- Identify key risks relating to Central Council's operations and ensure they are appropriately managed.
- Ensure appropriate controls and procedures are established to protect the Society in the execution of its services.
- Ensure compliance with the Society's policies and procedures.
- Ensure relevant databases are maintained on a timely and accurate basis.

Key Performance Indicators

- *Executive Director and Central Council President assess*
 - *Financial analysis and other contributions are timely, relevant and reliable*
 - *Financial reports are accessible and accurate in accordance with the management reporting timetable*
 - *Central Council operates within Budget*
 - *Integrity in financial data is maintained*

Retail Operations

- Ensure that the Retail Strategy is implemented and that retail shops are managed to a high standard including, but not limited to, brand, maximisation of sales, efficient and safe work practices, staff and volunteer recognition and the mission and vision of the Society.
- Develop and deliver revenue sustainability and growth through strong retail management structures, continual improvement of the portfolio of retail store premises and good retail practices.
- Collaborate with State initiatives which enhance the brand and market share of retail stores across the Society including implementing appropriate strategies, policies and operations procedures.

Key Performance Indicators

- *Executive Director and Central Council President agree that*
 - *HR, WH&S and employment obligations and compliance are being met across all sites*
 - *Retail operations are professionally run and operating to a consistently high standard*
 - *Targeted and agreed revenues are achieved*
 - *Branding is consistent with SVDP NSW brand strategy*

Essential Criteria

- Tertiary qualification(s) in a relevant discipline
- Experience in managing community services and or other relevant operations
- Multi-Site Retail or Business Operations experience
- Extensive experience in leading, managing developing and sustaining a team, particularly in a change context
- Demonstrated stakeholder management, communication and negotiation skills along with an ability to negotiate with and influence a broad range of stakeholders including volunteers, members and staff.
- Ability to develop and maintain partnerships and networks with key government departments and community organisations
- Strong strategic planning, analytical and problem solving skills
- Experience working with a board or other oversight body
- Desire to promote and model the ethos and Mission of the Society in all interactions with staff, members, volunteers and the broader community

Desirable Skills

- Experience working in and/or with a membership or volunteer organisation
- Experience in social enterprise or fee for service programs in the community sector

The St Vincent de Paul Society (NSW) is an Equal Employment Opportunity Employer