



adelaide symphony orchestra

CORPORATE SERVICES MANAGER

JOB & PERSON SPECIFICATION

APRIL 2022



POSITION DESCRIPTION

Position Title: Corporate Services Manager

Reports to: Managing Director (MD)

Position Level: Senior Management Team

Adelaide Symphony Orchestra (ASO) is the largest performing arts organisation in South Australia and each year performs over 100 concerts across a diverse musical spectrum. With a team of 75 full-time musicians and 30 administrative staff, the ASO plans a multitude of main stage, community, and education concerts both within the Adelaide CBD and regional South Australia. Over a 40-week season, the ASO also collaborates with many organisations and festivals, including, State Opera South Australia, The Australian Ballet, Adelaide Festival, Illuminate and WOMAdelaide.

Summary and Purpose of the Position

Reporting to the Managing Director and operating as a member of the Senior Management Team, the Corporate Services Manager is responsible for the effective operation of the Corporate Services portfolio. The Corporate Services Manager leads functions and staff to achieve financial, record keeping and information technology objectives that are aligned with the strategic plan. The position provides strategic advice and support to the MD and the Board to ensure the organisation meets its financial, compliance, legislative and regulatory obligations. The position guides and influences staff to continuously improve processes and develop innovative approaches that result in best practice systems and functions. In addition, the position leads the department to promote cross departmental collaboration, innovation and direction that achieves organisational goals.

Key Working Relationships

- Accountable to the MD and Board for providing high level, professional and proactive advice and support to achieve the vision, and the strategic plan.
- Responsible to the Senior Management Team for working together to deliver the strategic plan, its objectives, and strategies.
- Responsible to leaders and staff for providing leadership to achieve planned and integrated strategies that support departmental and organisational objectives.
- Responsible to the team for developing a teamwork environment based on mutual trust and respect and engendering accountability through empowerment.

JOB SPECIFICATION

Key Result Areas

1. Financial

Management of the finance function in line with the Financial and other relevant Policies.
Leadership and management of the finance staff.

- 1.1 In consultation with the MD, develop, implement and monitor the organisation's budget ensuring it is aligned with the strategic plan and objectives.
- 1.2 Manage annual budgeting and reporting processes and provide financial statements to the Auditor, MD and Board annually. Prepare audited accounts with the assistance of external auditors and be accountable for their accuracy.
- 1.3 Prepare and sign off accurate relevant financial reports for partner entities and provide monthly financial reports for the MD and the Board.
- 1.4 Manage, monitor and report on compliance with all statutory, funding, grant, contractual and legislative obligations.
- 1.5 Prepare accurate financial projections, budgets and reports and oversee the timely administration of all financial accounts.
- 1.6 Proactively provide financial advice, support and guidance to the MD, Board, Senior Management Team, and other leaders and provide ad hoc reports when required.
- 1.7 Ensure that financial policies, systems, and processes promote and protect the financial position of the organisation.
- 1.8 Prepare asset management plans for MD and Board approval. Monitor and update when required.
- 1.9 Liaise and negotiate with external contractors within the parameters of agreed project plans, negotiate and prepare commercially viable contracts.
- 1.10 Prepare and process ASO's financial accounts, payments, invoices and associated financial documentation. Prepare payments for approval by key signatories.
- 1.11 Establish rigorous processes, systems, checks and balances to mitigate risks and ensure outputs are accurate and can withstand scrutiny.
- 1.12 Oversee the preparation and processing of payroll, salary sacrifice, taxation and superannuation ensuring compliance with relevant legislation and current professional accounting practice.
- 1.13 Prepare and monitor cash flow projections for regular operations and multiple projects.
- 1.14 Oversee the timely and accurate processing of day-to-day financial transactions, including the reconciliation and payment of creditors and the reconciliation and maintenance of debtors.
- 1.15 Oversee the co-ordination and administration of banking functions. Reconcile receipts, deposits and grants. Reconcile bank accounts monthly from bank statements and bank ledgers.
- 1.16 Ensure financial records are backed up and stored on an external hard drive offsite.
- 1.17 Provide expert advice and support to the Senior Management Team on financial monitoring, planning, forecasting, budgeting and analysis.

- 1.18 Ensure key internal and external stakeholders have access to timely and relevant financial information for decision making purposes.
- 1.19 Participate in the development, implementation and review of strategic and operational business plans.

2. Information Technology

Provide a stable, flexible and efficient IT platform for the business.

- 2.1 Drive the ongoing assessment of recording, monitoring and management systems for improvements to operating functions.
- 2.2 Oversee the management and development of ASO's IT network and systems by leading the strategic planning and implementation of integrated systems that support patron and business processes.
- 2.3 Work closely with Senior Management Team to develop systems and processes that support the organisation's efficiency and patron service.
- 2.4 Oversee the development of recommendations for changes to IT infrastructure that improve knowledge sharing and information transfer and enhance organisational capabilities regarding utilisation of systems.

3. Compliance, Statutory Duties and Risk Management

Ensure compliance with all corporate, taxation, regulatory, charitable purposes and other compliance obligations. Ensure ASO's key risks are managed.

- 3.1 Ensure compliance with statutory, funding, contractual and legislated obligations relating to ASO operations.
- 3.2 Ensure Board and organisational compliance with relevant regulations and the Australian Taxation Office.
- 3.3 Prepare documents for financial compliance matters.
- 3.4 Prepare the Annual Report in consultation with the Senior Management Team.
- 3.5 Conduct research and analysis of ASO's operations in relation to risk management. Prepare risk management plans for approval by the MD and the Board.
- 3.6 Reporting to the Audit and Risk Management Committee, oversee the maintenance of the risk management system and coordinate committee meetings, preparation and circulation of agendas, reports and other information as required.
- 3.7 Manage and maintain appropriate insurance for ASO's operations.

4. Systems and Processes

Ensure existing business processes are producing efficient and effective outcomes.

- 4.1 Execution of key performance improvement projects to deliver measurable benefits across the business, including management of key resources and process improvement budgets and regular reporting to the MD and Board.
- 4.2 Critical analysis of each operational business process, redesigning processes where required to produce more efficient and effective outcomes in line with business plans and objectives.



- 4.3 Oversee business transformation and other performance improvement projects.
- 4.4 Assist the MD as required on key strategic projects.

5. Leadership and Culture

As a member of the Senior Leadership Team demonstrate appropriate and contemporary management and leadership behaviours.

- 5.1 Provide leadership and guidance to team members focusing on team and individual performance and the ability to achieve the vision, strategic plan and KPIs.
- 5.2 Undertake performance reviews for direct reports. Document outcomes from reviews.
- 5.3 Manage poor performance through open and frank discussion ensuring that action is taken to resolve problems in a timely way.
- 5.4 Develop clear objectives and required outcomes for staff and ensure

PERSON SPECIFICATION

Qualifications

- Tertiary qualifications in an appropriate discipline;
- Post graduate qualifications will be well regarded;
- CA/CPA qualifications will be well regarded.

Experience and Knowledge

- Demonstrated knowledge of corporate finance and business strategy and including provision of support and advice on strategic financial, compliance, and risk management matters;
- Ability to explain and analyse statistical and financial information;
- Effectiveness in developing IT strategies and ability to identify and assess new technologies than enhance business systems;
- Effective negotiating skills and experience negotiating and preparing commercial contracts;
- Ability to contribute to strategic planning processes. Produce effective operational plans and KPIs that are clearly aligned to support strategy;
- Project management skills and the ability to bring projects to a successful and timely conclusion;
- Ability to lead, direct and motivate staff to achieve performance excellence and departmental KPIs;
- Skills and behaviours in influencing and collaborating at a senior management level, in cross-functional teams and with a range of stakeholders;
- Understanding of the broader commercial environment in which the organisation operates and ability to balance innovative thinking within a commercial context;
- Experience in a NFP/Charity environment will be highly regarded.

Executive Behaviours

- A strong customer service focus demonstrating commitment to meeting the needs of both internal and external customers. Ability to efficiently respond to customer needs and manage expectations.
- Sound interpersonal, negotiation and decision-making skills and the ability to express ideas clearly and concisely. Ability to listen and adapt communication to audience.
- A sound work ethic demonstrating strong organisational and time management skills, striving for a standard of excellence.
- Team orientation demonstrating the ability to build strong internal relationships and foster positive working relationships.
- A commitment to coaching and mentoring team members.

Special Conditions

- Some after-hours work is required including attendance at Board Meetings and Sub Committee Meetings;
- Participate in special projects as required;
- The appointee will be expected to undertake professional development to upgrade and maintain technical and personal skills as required

Expectations

- Employees are required to read, understand and comply with all ASO policies, procedures and reasonable direction.
- The position description describes the broad scope of the role and is not an exhaustive list. It may also change from time to time with due consultation to meet the changing needs of the business.
- To effectively contribute towards the ASO values of Excellence, Community, Bravery and Passion, each staff member is expected to demonstrate the following key behavioural attributes:
 - establishes credibility, is honest, reliable, accountable, agile and responsive
 - is outcome and customer focussed by demonstrating initiative and delivering results
 - through logical, creative and innovative thought, provide solutions in a timely, transparent and consultative manner
 - during all interactions displays clarity, diplomacy, persuasiveness and sensitivity
 - to influence and mobilise others, work effectively and collaboratively with key stakeholders and target audiences by displaying conviction and resilience

Work Health and Safety

Effective work health and safety management requires a commitment from everyone in the workplace to make it safe. To do this successfully, ASO employees are required to understand their responsibilities and how to meet them by:

- Taking reasonable care of their own safety and ensure that they don't adversely affect the health and safety of anyone else
- Following reasonable instructions, work procedures and practices to maintain the health and safety of yourself and others
- Report all identified work place hazards and incidents
- Take action where a need for improvement is identified

Performance Development and Management

Effectively participate in the ASO's Performance Development and Management process



HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call Andrew or Trish Retallick on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.