



GENERAL MANAGER BUSINESS GROWTH

JOB & PERSON SPECIFICATION

OCTOBER 2020



General Manager Business Growth

JOB TITLE:	General Manager Business Growth
PERMANENT FULL TIME:	38 hours per week or additional hours as required
RESPONSIBLE TO:	Chief Executive (CE)
ORGANISATIONAL RELATIONSHIPS:	Work as part of ICS Service Solutions' (ICS) team

ABOUT ICS SERVICE SOLUTIONS

Since 1963, ICS has been a premier supplier of cleaning and facilities services for Local Government, Hospitality, Medical, Transport and Commercial sectors across Australia, New Zealand and Singapore and is continuing to grow and diversify our range of services and the markets we serve.

Our Mission is **to engage the best, brightest and most responsive people to constantly innovate and find new solutions and practices to deliver high quality, risk free outcomes for our customers.**

This mission is reflected in our core values:

- ***Global Perspective, Local Delivery***
- ***Creative Innovation and Learning***
- ***Real-Time Responsiveness***
- ***Embrace Diversity and Inclusion***
- ***Safe and Sustainable Practices***
- ***Working Together to do Good and do Well***
- ***Honesty, Integrity and Transparency***

KEY RESPONSIBILITIES

- Manage the Business Development team
- Review requests for tender documentation
- Undertake financial modelling
- Undertake scenario analysis as part of financial modelling process
- Visit sites to understand workflows and recommend improvements
- Manage new Contract transitions to ensure that budget and tendering assumption efficiencies are achieved
- Work with tender writer to improve quality and presentation of proposals
- Manage and compare ICS benchmarks
- Contract reviews and legals
- Future Growth
- Advice and support to the CEO



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KEY RESPONSIBILITY	PERFORMANCE OBJECTIVES	KPI
Manage the Business Development team	<ul style="list-style-type: none"> • Establish a workable structure in the achievement of corporate objectives 	<ul style="list-style-type: none"> • Growth targets being achieved • Cohesiveness of the team • Development of individual and team capabilities • Foster a positive and motivated team culture
Review requests for tender documentation	<ul style="list-style-type: none"> ▪ Maintain a tender register ▪ Look for opportunities for ICS to tender ▪ Review RFT and EOI documentation 	<ul style="list-style-type: none"> ▪ Minimise risk for ICS ▪ Monthly report on tenders provided to Chief Executive
Undertake financial modelling/Undertake scenario analysis as part of financial modelling process	<ul style="list-style-type: none"> ▪ Undertake scenario analysis as part of the tender financial modelling process ▪ Develop financial models for discussion/approval with the Chief Executive and Board Director ▪ Prepare alternative models taking into consideration, but not limited to client needs, competition, market trends, labour v subcontract modelling, working capital and cash 	<ul style="list-style-type: none"> ▪ Tenders won ▪ Successful Contract commencement ▪ Actual profit v tendered profit ▪ Meeting RFT and ICS timelines
Visit sites to understand workflows and recommend improvements	<ul style="list-style-type: none"> ▪ Maintain a good understanding of site specific work flows prior to tendering 	<ul style="list-style-type: none"> ▪ Workflows reflected in financial models ▪ Tenders won ▪ Successful Contract Commencement ▪ Actual profit v tendered profit



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<p>Manage new Contract transitions to ensure that budget and tendering assumption efficiencies are achieved</p>	<ul style="list-style-type: none"> ▪ Ensure that budget and tendering assumption efficiencies are achieved ▪ Effective handover of budgets and rosters to operations and finance ▪ Prepare transition plans 	<ul style="list-style-type: none"> ▪ Efficiency targets achieved from start-up, i.e. working to budget ▪ Together with the General Manager Operations, manage client and staff transition meetings ▪ Transition timelines achieved ▪ Adequate and timely information provided to operations ▪ Financials provided to Finance Manager and General Manager Operations one month prior to commencement ▪ Profit optimisation
<p>Work with tender writer to improve quality and presentation of proposals</p>	<ul style="list-style-type: none"> ▪ Prepare tender responses (both financial and qualitative) ▪ Undertake the necessary research in preparation for new tenders ▪ Submit tender and EOI proposals for new and existing business ▪ Provide follow-up responses for information to potential clients 	<ul style="list-style-type: none"> ▪ Quality of tender returns and preparation ▪ Responsiveness to the process, clients and potential clients ▪ Timelines of tender returns ▪ Working productively with fellow team members to construct ICS' offers ▪ Number of successful tenders won ▪ Meeting RFT and ICS timelines
<p>Manage and compare ICS benchmarks</p>	<ul style="list-style-type: none"> ▪ Retain the central register for benchmarks ▪ Review benchmarks by undertaking time in motion studies 	<ul style="list-style-type: none"> ▪ Benchmarks are achievable from an operations perspective ▪ Number of new contracts won



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	<ul style="list-style-type: none"> ▪ Apply benchmarks in tendering opportunities ▪ Review Contract performance for efficiencies 	<ul style="list-style-type: none"> ▪ Improved profit
Contract reviews and legals	<ul style="list-style-type: none"> ▪ Review and negotiate agreements following the award of a Contract ▪ Review Contract amendments ▪ Minimise the risk for ICS ▪ Bring to the attention of the Director or the Chief Executive any Contract clause that is likely to be a concern or risk for ICS 	<ul style="list-style-type: none"> ▪ No exposure for ICS ▪ Commercially agreeable terms established ▪ Responsiveness to clients ▪ Insurance matters resolved
Future Growth	<ul style="list-style-type: none"> ▪ Explore future growth opportunities as outlined in ICS' Strategic Plan or provided by the Chief Executive 	<ul style="list-style-type: none"> ▪ Research undertaken
Advice and support to the CEO	<ul style="list-style-type: none"> ▪ Provide advice and assistance to the Chief Executive where required ▪ Assist with financial modelling on renewals as required ▪ Contract optimisation 	<ul style="list-style-type: none"> ▪ On-time ▪ Quality ▪ Improved profit

WORK HEALTH & SAFETY

<ul style="list-style-type: none"> ▪ Provide and encourage safe systems of work and a safe work place ▪ Effectively communicate and consult with employees on matters of health and safety that affect them ▪ Provide information, instruction, training and supervision necessary to ensure that each employee is safe from injury and risks to their own health and others ▪ Comply with relevant work health and safety legislation ▪ Ensure all health and safety documents and records are managed effectively
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- Act on audit findings and reported non-conformances
- Manage the effective reporting of work related injury and illness, undertake investigation of such incidents, allocate and implement corrective and preventative actions to prevent reoccurrence
- Understand and support client OHS policies and procedures and ensure all employees abide by these requirements
- Coordinate effective rehabilitation measures for employees who suffer work-related injuries and illness
- Confidentially manage disputes, harassment and bullying claims with the assistance of ICS Management
- Adhere to and actively support the requirements of the Occupational Health & Safety Management System, AS/NZS 4801

QUALITY

- Assist in implementing continuous improvement activities
- Ensure all quality documents and records are managed effectively
- Report, document and manage non-conformances and audit findings and ensure effective corrective and preventative actions are completed within specified time frames
- Adhere to and actively support the requirements of the Quality Management System, ISO 9001

ENVIRONMENT

- Support and encourage good environmental practices in the workplace including effective chemical management, waste management and energy management strategies
- Provide information, instruction, training and supervision necessary to ensure that each employee is aware of their environmental responsibilities
- Comply with relevant environmental legislation and other regulated requirements
- Act on audit findings and reported non-conformances
- Understand and support client environmental policies and procedures and ensure all employees abide by these requirements
- Adhere to and actively support the requirements of the Environmental Management System, ISO 14001

PERFORMANCE STANDARDS

- The provision of excellent customer (internal and external) service and continuous improvement
- Professional approach to dealing with clients, staff and colleagues
- Build new business and client retention
- Active contribution towards improving company profitability
- A commitment to quality assurance principles and application
- Demonstrated leadership and contribution to achieving ICS' business plan



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- Demonstrated agility in problem solving through use of initiative
- A high level of responsiveness to clients, potential clients and staff
- Demonstrated commitment to ICS policies, values and practices
- Contribution as a team member to communication, productivity and service
- Work in accordance with budget

QUALIFICATIONS AND EXPERIENCE

Essential:

- Experience in leading a team
- Advanced financial modelling
- Previous experience and success in a similar role

Desirable:

- Demonstrated BD experience
- Business Degree or CPA/CA qualified
- A background in Contract negotiation or qualifications in Contract Law would be desirable but not essential



HOW TO APPLY

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

For a confidential discussion, please call Andrew, Justin or Christian Gaszner on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.