



**CORPORATE SERVICES MANAGER**

**JOB & PERSON SPECIFICATION**

**MARCH 2021**



## **JOB SPECIFICATION**

**POSITION: CORPORATE SERVICES MANAGER**

**REPORTS TO: INDEPENDENT CHAIR AND BOARD OF DIRECTORS**

To manage the administration team, to assist in the development of new work practices, to embrace and lead the vision and ensure the team is working cohesively.

### **Key People Responsibilities**

- Management of the admin team regarding the creditor control process.
- Workflow – ensuring sufficient total volume and allocation of tasks/client work across team members.
- Providing performance feedback to the team and individuals.
- Ensuring the team is working as productively and efficiently as possible – taking into account WIP and debtors.
- Ensuring monthly periodic reporting to budget.
- Liaise with the principals of each division to ensure the strategic plan coincides with operations and commitment of team. Takes an active role in promoting the strategic plan to team members.
- Human Resources – Involvement in review of team members including professional development and training are being focused on by teams in line with goals, competency levels and career path.
- Acts as a professional leader in the office.
- Briefs, principals and keeps them informed on things they need to know.

### **Management and Development Responsibilities**

- Takes responsibility and ownership for setting budget for financial year and working with team to ensure productivity and budgets are met.
- Initiates and conducts regular review and feedback.
- Manages marketing and creditor controls.
- Looks for ways to add value to clients, via cross servicing, consulting or technical/industry specialties.
- Manages account receivables to ensure they are within the firm's policy.



- Running Principals and Director's meetings on a monthly basis, ensuring that minutes are kept and actions lists adhered to.
- Adherence to legislative and administrative business requirements for the firm.
- Review work performed by sub-ordinate admin team members.
- Costing, planning and implementing furniture & fittings and IT requirements for the firm.
- Creates and tailors new products/services by knowing competitors business and services, generating new ideas and has a thorough understanding of firms services.

### **Accountability**

- Is consultative in decision making.
- Acts more like a coach than a boss.
- Recognises good performance and gives praise.
- Provide constructive and timely feedback.
- Delegates as much work as is reasonable.
- Actively encourages team to volunteer new ideas.
- Provides support on technical issues.
- Encourages questions and answers them in a non-threatening way.
- Encourages team to charge all team member's time.
- Team members achieving productivity and fee budget consistently.
- Cohesive and organised team.
- Successful performance appraisal process for team.



## PERSON SPECIFICATION

### Qualifications/Attributes

- Proven leadership ability and hands on management style.
- Sound technical understanding of accounting & business procedures.
- Accounting qualification, usually CA qualified.
- Excellent verbal & written communication skills.
- A high level of energy and commitment to work.
- Copes exceedingly well under pressure.
- Thought leader in the organisation.



## HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit [henderconsulting.com.au](http://henderconsulting.com.au) to apply.

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

### **Please Note**

Your application will be automatically acknowledged by a return email.