



Job Title:	Corporate Services Manager	Department:	Corporate
Location	Alice Springs	Travel Required:	Intra-territory Travel
Level/Salary Range:	\$80-88K (inc Super) + access to generous salary sacrifice arrangement	Position Type:	Contract – 3 years

Job Description

TOURISM CENTRAL AUSTRALIA

Tourism Central Australia (TCA) is the peak regional tourism organisation covering the Central Australia region that encompasses the local government areas of Barkly, Central Desert, MacDonnell, and Alice Springs Town Council.

TCA is one of two official Regional Tourism Organisations (RTOs) in the Northern Territory. TCA is a not-for-profit membership-based organisation. It currently employs a range of skilled staff across the region and is governed by a Board of Management.

TCA is responsible for marketing Central Australia providing member businesses with advice and industry insights and support, operating the Alice Springs, Tennant Creek and Yulara Visitor Information Centres, and advocating to Government and stakeholders on behalf of our members for pro-tourism policies and developments.

As a business led organisation, we work in partnership with a wide variety of stakeholders including individuals, businesses, and all levels of government, to benefit the visitor economy in the Central Australia.

TCA has a membership of just under 400 small, medium, and large sized organisations directly investing in TCA to deliver the work it does to foster growth of the sector and the region.

POSITION OBJECTIVES

The Corporate Services Manager at Tourism Central Australia plays a critical role in integrating and managing the organization's key corporate and operational areas as well as the organisations finances, human resources and OHS.

This strategic position is responsible for ensuring effective financial management, optimizing human resource functions, and maintaining smooth and efficient office operations. The manager will work closely with the CEO and other senior leaders to align these functions with the organization’s overall strategic goals.

In finance, the Corporate Services Manager will oversee budgeting, financial forecasting, and reporting, ensuring financial stability and compliance with regulations. They will also manage risks and investments, maintaining the organization's financial health.

In human resources, the role involves developing recruitment strategies, managing performance, and fostering a positive work environment. The manager will ensure HR practices comply with legal standards and support organizational development and employee engagement.

Additionally, the Corporate Services Manager will handle the day-to-day operational aspects of office management, support board secretariat activities, and drive initiatives to promote a strong corporate culture aligned with the organization’s values. This position not only supports internal operations but also contributes to external relations, representing Tourism Central Australia in various capacities to bolster regional tourism growth.

POSITION ROLES AND RESPONSIBILITIES

The roles and responsibilities of a Corporate Manager encompass a range of key functions, including finance, HR, office management, training, risk and occupational health and safety (OHS), board secretariat, and corporate culture. The following represent the roles and responsibilities associated with this position:

Finance

- **Financial Planning and Analysis:** Developing and managing the organization's financial plans, including budgeting, forecasting, and financial modeling.
- **Financial Reporting:** Preparing and analyzing financial statements, reports, and presentations for management and stakeholders.
- **Cash Flow Management:** Monitoring and managing cash flow to ensure the organization's liquidity and financial stability.
- **Risk Management:** Assessing and mitigating financial risks, including credit, market, and operational risks.
- **Financial Controls:** Establishing and maintaining internal controls to ensure compliance with financial regulations and policies.
- **Taxation and Compliance:** Ensuring compliance with tax laws and regulations, coordinating with auditors, advisors, and overseeing regulatory filings.
- **Financial Strategy:** Collaborating with the CEO to develop long-term financial strategies and goals for the organization.
- **Investment Analysis:** Evaluating investment opportunities and making recommendations based on financial analysis and risk assessment.
- **Financial Operations:** Overseeing day-to-day financial operations, such as accounts payable/receivable, payroll, and financial transactions.

Human Resources Management

- **Recruitment and Selection:** Assist the CEO in developing and implementing effective recruitment strategies, sourcing candidates, and conducting interviews and selection processes.
- **Performance Management:** In conjunction with the CEO designing and implementing performance appraisal systems, providing feedback to employees, and identifying training and development needs.
- **Employee Relations:** Promoting positive employee relations, addressing and resolving workplace conflicts, and maintaining a harmonious work environment.
- **Compensation and Benefits:** Developing and administering compensation and benefits programs, ensuring compliance with relevant laws and regulations.
- **Policy Development:** Establishing HR policies and procedures in line with legal requirements and organizational objectives.
- **HR Compliance:** Ensuring compliance with employment laws and regulations, such as labour laws, equal employment opportunity, and data privacy.
- **HR Strategy:** Contributing to the development and implementation of HR strategies aligned with the organization's goals.

Operations:

- Oversee and manage day-to-day operations, ensuring smooth functioning of processes, supplies, equipment, and facilities.
- Coordinate and implement efficient office systems, procedures, and policies to optimize productivity and support the organization's goals.
- Supervise key managers and staff and provide guidance, training, and performance evaluation to ensure efficient and effective office functioning.

Training

- Identify training and development needs within the organization.
- Develop and implement comprehensive training programs and initiatives to enhance employee skills, knowledge, and performance.
- Coordinate training logistics, including scheduling, resource allocation, and evaluation of training outcomes.

Risk and Occupational Health and Safety (OHS)

- Develop, implement, and maintain effective risk management strategies and policies to mitigate potential risks and ensure compliance with regulatory requirements.
- Conduct risk assessments and create risk mitigation plans to safeguard the organization's assets, employees, and operations.
- Oversee OHS programs, policies, and procedures to ensure a safe and healthy work environment, complying with applicable laws and regulations.

Board Secretariat

- Provide support to the board of directors and executive management in terms of board meeting logistics, documentation, and communications.
- Coordinate board meetings, including preparing agendas, collating board packs, and taking accurate minutes.
- Maintain corporate records, legal documents, and governance policies in compliance with relevant laws and regulations.

Corporate Culture

- Promote and foster a positive corporate culture aligned with the organization's values and strategic objectives.
- Develop and implement initiatives to enhance employee engagement, morale, and satisfaction.
- Support the development and implementation of policies, practices, and programs that reflect the desired corporate culture.

Other Roles and Responsibilities.

- Directly manage four direct reports including the Manager's of TCA's three visitor information centres and a support officer.
- Contribute positively to the success of Tourism Central Australia.
- Work collaboratively with tourism industry partners and other stakeholders to the benefit of tourism growth in Central Australia

- Represent Tourism Central Australia on committee's and at meetings.
- Provide support to the Visitor Centre during busy periods.
- Other duties as required by the Chief Executive Officer.
- Work within the strategic priorities of Tourism Central Australia and core business as determined by the TCA Board and CEO.

SELECTION REQUIREMENTS

We seek a Corporate Services Manager with demonstrated expertise in managing comprehensive finance and HR functions, including financial operations, strategic HR implementations, and compliance with relevant regulations. The ideal candidate will have a strong background in finance, developing HR practices, and managing operations efficiently. Key qualifications include excellent leadership, communication, and interpersonal skills, with a proven ability to lead diverse teams, design effective training programs, and support executive management and board activities. Additionally, proficiency in risk management and a strong commitment to fostering a positive corporate culture are essential. The candidate should be adept at building relationships, influencing decisions, and enhancing employee engagement and organizational productivity.

SKILLS AND EXPERTISE

- **Financial and HR Acumen:** Proficient in advanced financial analysis, budgeting, forecasting, and financial reporting with a deep understanding of accounting principles. Knowledge and experience using accounting software systems (TCA uses Xero). Expert in managing HR functions, including talent acquisition, employee relations, performance management, compensation, benefits, and compliance with HR laws.
- **Strategic and Analytical Skills:** Capable of aligning financial and HR strategies with broader organizational goals. Uses detailed data analysis to drive informed decision-making, optimizing financial and human resources to support the company's strategic objectives.
- **Leadership and Team Management:** Proven track record in leading and developing finance and HR teams. Demonstrates ability to foster a collaborative work environment, enhance team performance, and effectively delegate tasks. Strong in communicating complex concepts across different levels of the organization and ensuring high levels of team engagement.
- **Regulatory Compliance and Risk Management:** In-depth knowledge of finance and HR-related regulatory requirements, ensuring strict compliance. Skilled in risk assessment and the implementation of robust risk management strategies to safeguard organizational assets and operations.
- **Corporate Governance and Culture:** Well-versed in supporting board functions, including coordinating meetings, preparing minutes, and maintaining governance records. Actively works to promote and sustain a positive corporate culture, initiating and leading programs that boost employee morale and align with the company's core values.
- **Operational Excellence:** Highly adept in managing day-to-day operations and office management, ensuring efficient administration and resource allocation. Excels in adapting to changing business environments, managing multiple priorities, and driving continuous improvement across organizational processes.

.To APPLY

To apply for this role candidates must prepare a short one-page cover letter with an attached current CV. This should be addressed to:

Danial Rochford
Chief Executive Officer
Tourism Central Australia
Cnr Todd Mall and Parsons Street
ALICE SPRINGS NT 0871
And emailed to: ceo@discoverca.com.au

Applications for this role close at 5pm on Monday 3rd June. Only applicants shortlisted will be contacted.

I have read and understood the contents of this document and commit to carrying out the duties associated with this position in accordance with this document and company policy and procedures.

Name (Print) _____
Signature: _____ Date _____

In the presence of:

Name (Print) _____
Signature: _____ Date _____

Approved By:	CHIEF EXECUTIVE OFFICER	Date:	1 st May 2024
Last Updated By:	Danial Rochford	Date/Time:	1 st May 2024