



Pallotti College  

"Come with me by yourselves to a quiet place and get some rest" Mark 6:31



Position Description

Volunteer General Manager

The Mission:

Pallotti College, is an initiative of the Trustees of the Society of the Catholic Apostolate (TSCA). The Society of the Catholic Apostolate seeks to advance the reign of God by inviting all believers to realise their apostolic vocation – to love God and to shower God's love on others. Under the protection of Mary, Queen of Apostles, we work to do everything possible for the infinite glory of God. Pallotti College provides a peaceful bushland retreat setting in which members of the Catholic community and other Christian Faiths can explore and deepen their faith and their commitment to Christ and the mission of His Church.

Established by TSCA as a facility to support an expanded retreat program, Pallotti College is a retreat centre for schools, parishes, agencies, religious orders, communities and movements and other groups.

The Position:

The role of General Manager has principal responsibility for all aspects of operations, employee and guest management, and growth of Pallotti College. The position is ideally for a live in manager with accommodation provided.

Reports to:

Director, Trustees of the Society of the Catholic Apostolate

Responsibilities:

The Manager is accountable to the Director, Trustees of the Society of the Catholic Apostolate. The appointed Manager is expected to work 5 out of 7 days. While Pallotti College is occupied, hours of work will include weekends. The Manager is responsible for the following:

General and Administrative Management:

- Lead and inspire the team of employees and volunteers, model practices that are innovative, whilst leading with the values and ethos of the Catholic Church with a particular focus on the values espoused by Vincent Pallotti
- Responsible for all Workplace, Health and Safety (WH&S) for the College and oversee reporting and processes and the wellbeing of employees, volunteers and guests
- Responsible for effectively managing all Pallotti College employees and volunteers, including rostering, conduct and performance
- Effectively manage and oversee the end-to-end booking process including:
- Achieve revenue and occupancy targets
- Liaise with guests for new business (including retreats, conferences)
- Oversee monthly bookings reporting to the Director, Trustees of the Catholic Apostolate
- Ensure the highest level of guest satisfaction, including meeting and greeting them and the appropriate management of complaints and resolution
- Operational management of the College, developing and maintaining effective systems and processes
- Design and maintain appropriate safeguarding obligations
- Design strategy and set goals for growth of the business
- Build and maintain relationships across the Pallotti community

- Financial management of the College including maintaining budgets, ensuring cost control, overseeing the processing of transactions, and developing financial strategies for a sustainable College
- Responsible for the hiring of professional experienced and licensed workers/volunteers, within the Pallotti policy and approval process
- Perform other duties as assigned and or required

Property Management:

- Overall property maintenance and management of the College, including
- Upkeep of facilities, and grounds in accordance with local, state, and federal regulations
- Ensure all equipment is maintained in good operating condition and ready for safe use
- Diligent record keeping
- Oversee appropriate inventory stock levels of linen and cleaning supplies
- Manage and activate the College's emergency plans in the case of
- natural or person-made disasters or incidents
- Provide oversight in the correct and appropriate preparation of the Chapel and Sacristy, including the correct preparation and cleaning of vestments and sacramental vessels
- Lead all key property projects including capital works and refurbishment in conjunction with the Director of TSCA and the Pallotti College Advisory Board Members
- Perform other duties as assigned and or required

Inter-relationships:

- The Manager will interact with and manage the following internal and external individuals and groups:
- Pallotti College employees, volunteers and contracted workers to the College
- Guests and visitors of the College
- Pallotti Governing Committee team members
- Suppliers
- Other internal or external parties as required

Requirements:**The ideal Manager will have:**

- A personal and demonstrated commitment to the ethos and values of the Catholic Church as espoused by Vincent Pallotti
- Relevant Retreat College Management, Hospitality Management or School Management experience or similar across a broad spectrum of activities
- Tertiary qualifications or equivalent training
- Proven project management skills including the ability to manage multiple projects simultaneously
- A willingness to be available at short notice in the event of emergency
- Current Victorian Working With Children Check clearance
- Driver's licence and preparedness to undertake reasonable travel
- Current CPR, First Aid and Food Handling certifications (or at least willingness to obtain these qualifications with assistance from Pallotti College)
- Willingness to submit to a National Criminal History Check

Professional Attributes:

The Manager will demonstrate the following professional attributes:

- Strong organisational and leadership skills including communication, negotiation, conflict management and team building
- Strong analytical ability and problem-solving aptitude with ability to be resourceful and proactive in identifying and managing issues
- An awareness of personal and professional boundaries
- Extensive strategic and financial planning and development skills

Apply Now:

Please email a copy of your resume to: hr@pallotticollege.com.au

Applications close: COB Friday 25 August 2023