



POSITION DESCRIPTION

Position	CENTRE MANAGER, ST JOSEPH'S BAULKHAM HILLS
Location	Norwest
Reports to	Chief Executive Officer
Direct Reports	17 FTEs
Employment Type/Term	Permanent (ongoing)
Probation Period	6 months
Date	February 2024

ORGANISATIONAL CONTEXT:

The Sisters of Saint Joseph of the Sacred Heart (SOSJ) continue God's mission by immersing themselves in the midst of life to empower others and bring hope. Education, in its broadest sense, remains their main work. Founded in 1866, the organisation operates as a registered charity with central offices in Sydney, Regions in Australia, New Zealand, Ireland, and a presence in some other countries.

St Joseph's Baulkham Hills is a conference, retreat and accommodation Centre founded in the spirit of Mary MacKillop and in the tradition of the Sisters of Saint Joseph. Nowadays our hospitality and services are offered to a broad range of clientele, including commercial organisations seeking a venue for business conferences and seminars, educational groups seeking programs for primary and secondary students as well as professional development for teachers, spiritual retreats, community groups and personal gatherings.

We value, respect and are committed to the safety of all people. We have a zero tolerance for adult and child abuse or mistreatment. All employees have a responsibility to commit to a culture of safeguarding. This includes completing safeguarding induction training and possibly ongoing safeguarding training.

BASIC ROLE PURPOSE:

The purpose of the Centre Manager's role is to foster and grow the SOSJ's spirituality ministry at St Joseph's Baulkham Hills in accordance with the vision, values and charism of the SOSJ. The role manages and coordinates all aspects of the Centre, ensuring educational and faith formation programs, meetings, events and accommodation services meet customer briefs, and expectations are exceeded. The role has operational responsibility for the Centre's finances, human resources, property maintenance, work, health and safety matters, communications, IT resources and ensuring the safety and security of our visitors.

KEY ROLE ACCOUNTABILITIES:

In carrying out the role, the Centre Manager is required to meet the following key accountabilities:

1.0 Ethos and Mission

- Uphold, through word and deed, the ethos and mission of the Congregation of the Sisters of Saint Joseph.
- Ensure work activities are in accordance with the ethos and mission of the Sisters of Saint Joseph.
- Demonstrate a commitment to a deepening understanding of the spirit of the Congregation of the Sisters of Saint Joseph.
- Actively support the Sisters of Saint Joseph and their Mission.
- Establish and maintain harmonious working relationships with colleagues and the Sisters of the Congregation.
- Lead and promote a climate of hospitality and welcome.

2.0 Position Responsibilities

The duties and responsibilities of the Centre Manager include but are not limited to:

2.1 Ministry and Strategic Development

- Contribute to the development and implementation of the organisation's strategic and annual operating plans and associated Centre budget, ensuring the Centre's team deliver on agreed objectives.
- Collaborate with internal and external stakeholders, including the Director, Spirituality Ministry, to effectively manage the Centre's strategic direction and ministry outreach.
- Plan, oversee and manage the delivery of meetings, events, educational programs, accommodation services, and the giftshop's operations to achieve operational and strategic goals.
- Subject to any policy requirements, identify opportunities and oversee fundraising activities and make submissions to the Government and/or philanthropic organisations to source funding.

2.2 Marketing and Communications

- Promote and maintain the Centre as a place of pilgrimage and inspiration.
- Identify initiatives, programs and events that can be used to promote the Centre to the general public.
- Contribute to the Spirituality Ministry's Marketing and Communication Plan.
- Establish and maintain strong networks with Catholic Schools and Parishes and consult with SOSJ supporters, relevant authorities, community groups and the media in order to market the Centre's services, programs, facilities, and products as part of the ongoing work of the SOSJ.
- Maintain a high level of knowledge of program and service offerings in order to sell and upsell value adds to customers.
- Proactively manage the Centre's customer database to achieve high levels of repeat business, utilisation of services and high customer satisfaction ratings.

- Represent the Centre at meetings, conferences and community events and participate in relevant committees.

2.3 Customer Improvement in Customer Service

- Display a high commitment to exceptional service and to continuous improvement.
- Ensure ongoing evaluation of service delivery. Seek and use customer feedback to improve the provision of products and services.
- Investigate and resolve customer complaints promptly.

2.4 Finance and administration

- Contribute to the development of the Centre's budget and prepare budgets for specific events, programs and initiatives.
- Manage and monitor the Centre's financial position to ensure financial sustainability and make recommendations for profit improvement.
- Financial responsibility for managing all budget lines:
 - Manage meeting, events, accommodation and giftshop income and expenses;
 - Food, beverage, labour and logistic costs;
 - Forecasting and planning in collaboration with the Finance Manager.
- Complete operational and financial reporting as required.
- Oversee and manage the integrity of systems, policies, procedures, responding to stakeholder feedback and making recommendations for improvements, and ensuring best practice processes are implemented and maintained.
- Establish and maintain performance standards for relevant functions.
- Oversee and liaise with the SOSJ Property Services Manager in the management and maintenance of the Centre's facilities.
- Maintain administrative accuracy and due attention to detail.

2.5 Human Resources

- Continually foster a culture that encourages collaboration and cooperation within the Centre's team and across the Spirituality Ministry.
- Manage staff and volunteer administration; overseeing processes such as recruitment, formation, staff development, rostering, performance management and compliance with policies and procedures.
- Coach and mentor staff to achieve individual and team goals and deliver business objectives.

3.0 Professional Development

- Evaluate personal and professional performance and seek opportunities for ongoing professional development.
- Evaluate performance of direct reports and ensure that approved personal and professional development activities are undertaken.
- Participate in the performance planning and review process.

4.0 Work Health Safety (WHS)

- Maintain duty of care of own health and safety and all others in the workplace.
- Ensure compliance with WHS policies, procedures and protocols.

- Ensure that workplace hazards and risks are reported and acted upon.
- Undertake WHS training as required.

5.0 Child and Vulnerable Adult Safeguarding

- Ensure the safety of all visitors to the Centre through compliance with the Children and Vulnerable Adult Safeguarding policy and procedures.

6.0 Other

- Engage in other duties commensurate with skills and experience and within the scope of this role or as directed by your manager.
- Follow legal requirements and comply with company policies and procedures.

7.0 Key Performance Indicators

Function	Performance Indicators
1. Ethos and Mission	Evidence of active support for the SOSJ and its Mission
2. Role responsibilities	<ul style="list-style-type: none"> • New opportunities identified and implemented • Centre programs and services managed according to stakeholder needs and the financial sustainability of the Centre. • Effective communication strategies developed and implemented. • All resources managed effectively and efficiently and high standards of professional practice maintained. • Staff and volunteers managed and supported effectively. • Effective networks and relationships with internal and external stakeholders established and maintained.
3. Customer service and teamwork	Evidence of service delivery to agreed standards and positive feedback from stakeholders received.
4. Contribution to culture and values	Evidence of effective, collaborative and professional relationships and communication within team, across the organisation, customers and other external stakeholders.
5. Quality administration	Evidence of timely and accurate documentation and records in accordance with the specific duties within the role.
6. Professional development	Evidence of engagement in appropriate professional development and application to role.

8.0 Qualifications, experience, and competencies

Essential

- Relevant undergraduate qualification with a minimum of 10 years' managerial experience in the hospitality sector, specifically conference and event operations, or a combination of equivalent training and experience.
- Proven client management experience; developing proposals, overseeing and implementing programs or events, and post evaluation.
- Demonstrated comprehensive experience in leading, coordinating and motivating a multidisciplinary team.
- Knowledge of budgeting with proven ability to manage revenue pipelines, create reports and develop strategies to meet and/or exceed targets.
- Well-developed skills in managing the integrity of multiple platforms such as event / accommodation booking systems, customer databases and HR systems.
- Well-developed interpersonal skills and a demonstrated ability to communicate effectively with a variety of internal and external stakeholders.
- Demonstrated ability to work both autonomously and collaboratively.
- Excellent time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgment and initiative.

Incumbents in this position are required to hold a State based Child Compliance Check.

I confirm that this position description is an accurate reflection of the responsibilities of this position:



5 February 2024

Manager

Date