

CANDIDATE BRIEFING DOCUMENT

**GENERAL MANAGER, CORPORATE
SERVICES**

MARCH 2021

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Our Story

Community Business Bureau Inc (CBB) was formed on 1 July 1995, as a wholly independent incorporated organisation, evolving from the restructuring of the Spastic Centres of South Australia (now known as scosa, Cara and CBB). Through restructuring, separate agencies were formed and CBB was established to service the administration requirements within the community services sector, in particular to meet their payroll and financial needs.

Today, CBB is a unique organisation with a **clear purpose** to help the Not for Profit sector achieve its social objectives. Based in Adelaide, Darwin, Perth, Maitland and Melbourne and servicing not for profit organisations all over Australia, CBB has over 50 staff members, committed to the continuing development of **our products and services** to better serve the community and relevant government sectors.

First based on the Woodville campus, 13 enthusiastic staff embarked on an exciting inaugural year, which saw the Community Business Bureau evolve into an independently incorporated association, governed by a new board of management. During this period CBB established itself as a not-for-profit business enterprise, operating on a fee for service basis, providing financial, payroll, human resources and training services to the community sector.

In the first year of operation, CBB enjoyed much success with client numbers rising from 25 to 83 in the first year, contributed mainly by the long-term commitment of the Spastic Centres Network agencies to continue to utilise CBB's services.

Over the years, CBB expanded its range of services and to coincide with the 2001 introduction of tax changes for public benevolent institutions (PBIs), CBB established a **salary packaging** product to offer to the marketplace.

To honour the life and memory of Keith Fulton, CBB foundation Board Member, and his commitment to leadership development and lifelong learning, the inaugural **Keith Fulton Memorial Scholarship** was created in 2004. This scholarship continues to provide an opportunity to enhance the leadership skills of people in the community sector, especially those who may not ordinarily have such an opportunity.

Our reach and impact

When the not for profit workforce has well-developed business skills, and knows how to apply them for social impact, they can get more done for communities in need.

For more than 20 years we've been operating as a not for profit social enterprise, growing to a team of over 50 staff and serving more than 500 organisations around Australia - from small groups working at the "grass roots", to large, established organisations.

We intend to grow our national footprint and increase our reach to help even more not for profit organisations do better business.

Our vision

A thriving not for profit sector that is achieving its social objectives.

Our mission

Champion better business practices to deliver social impact.

Our values

CBB staff will always be ethical in our dealings with clients and stakeholders. We shall offer and deliver services in a manner which reflects strong commitment to the following values:

- ▶ Respect
- ▶ Integrity
- ▶ Service
- ▶ Empowerment

For more information visit www.cbb.com.au



Message from our CEO



“What a great time to be joining CBB.

Thank you for taking the time to consider joining the CBB and partnering with us to grow and amplify our social impact nationally.

With over 600+ clients across 1,500 client locations across Australia; and growing, a strong leadership team, financial sustainability, CBB is in a unique position to contribute to the mission of each and every organisation across the not-for-profit sector:

- ▶ By developing and nurturing strategic partnerships, increasing client access to CBB products and services.
- ▶ Across these priority areas – charitable organisations working in areas of disability, health, welfare, indigenous services, and other community services to manage their organisations and activities efficiently and effectively.
- ▶ Through the provision of tailored solutions to support financial viability and sustainability of charitable organisations, as well as promoting good governance and management and new business approaches.
- ▶ Which will create measurable improvements in charitable organisations financial viability, profitability, resilience, and long-term sustainability.
- ▶ Which will lead to better social outcomes for people who are disadvantaged by reason of disability, culture, or personal circumstances (health, life satisfaction and social inclusion).

I’m so very proud of the CBB team – we are a strong team with an unwavering commitment to ongoing service excellence and innovation to support the continued growth of personalised services to our amazing not for profit clients’.

Michael Elias
CEO

The Advertised Role

GENERAL MANAGER, CORPORATE SERVICES

- ▶ Adelaide based Social Enterprise
- ▶ Newly created role

Established in 1995, Community Business Bureau (CBB) is a national social enterprise with a clear mission to build the capacity and sustainability of the not-for-profit sector. We provide salary packaging and business consulting services, and we redirect our surplus into business grants, scholarships, and professional development programs to support organisations and their staff. CBB also sponsors projects ranging from large philanthropic initiatives programs that support the people working in our sector.

CBB supports over 630+ NFP organisations, across 1,500 locations Australia-wide to do better business. Each and every member of our team is committed to providing cost-effective, responsive, and personalised service to the people and organisations that work hard to make a difference in our communities.

Reporting to the CEO, the newly created role of General Manager, Corporate Services is responsible for the management and provision of financial, risk and compliance workforce (human resources), property, procurement and other corporate services supporting CBB operations.

Key accountabilities include:

- ▶ CBB's financial management, budget, accounting, payroll, internal audit, risk management and quality assurance functions.
- ▶ CBB's workforce strategy and workforce systems
- ▶ Working with the CEO to ensure CBB's compliance with relevant legislation, standards, and quality systems as part of ongoing accreditation
- ▶ Oversee and develop organisational systems that support compliance, effective operations, risk management and accreditation
- ▶ Business Systems Improvement.

The successful candidate must be driven by a desire to achieve the best outcomes for CBB and the NFP sector. The candidate must be values-led in their work and interactions with staff and will prioritise the wellbeing and care of staff and customers, plus have strong influencing and interpersonal skills

This role requires a relevant Degree which is likely to be in Accounting, Finance, Commerce or Economics and the person will also have either a CA or CPA affiliation, together with a minimum 10 years' experience in a similar role.

For details of the Position Description visit www.vuca.com.au and click on the Services & Products tab. For further enquiries, contact VUCA Senior Associate, Ms Patricia Williams on 0438 388 530 for a confidential discussion during business hours. ***Please forward your letter of application and CV in MS Word format to gmcbb@vuca.com.au by COB Friday 16th April 2021.***

Position Description

Reporting to:	CEO
Direct Reports:	4
External Relationships:	Clients, Stakeholders, Advisors, Banks, Lawyers, NFP Community Services sector agencies

CBB is a unique social enterprise with a clear purpose to help the not for profit sector achieve its social objectives. Servicing not for profit organisations all over Australia, CBB has over 50 staff members based in our head office in Adelaide and in our interstate offices. We are committed to the continuing development of products and services to better serve the not for profit sector.

As a well-established provider of salary packaging and business consulting services to the not for profit sector; robust strategic planning, enhanced client and stakeholder engagement and an ongoing commitment from staff drive a forward- thinking approach to further developing the CBB business.

With clear strategic directions in place and the backing of a cohesive Board of Directors, CBB is positioned and ready to build on past success and create new and exciting opportunities for growth.

Our strategic intent

CBB plays an integral role in the not for profit sector achieving its social objectives. We do this by being a leading social enterprise providing personalised, professional services to Australian not for profits.

Our values

- ▶ Respect
- ▶ Integrity
- ▶ Service
- ▶ Empowerment

Position Purpose

This position has a key strategic role in developing, enhancing, and providing effective and sustainable business systems to underpin the successful operations of CBB.

- ▶ Excellence in customer service to both internal and external stakeholders is required. Strategic responsibilities of the role include guidance on the long-term sustainability of CBB's financial and business capacities.
- ▶ To maintain and coordinate high quality financial management, compliance, quality assurance, human resource management and other corporate functions to enable CBB to continue to perform above expectations.

Position Level Descriptor

The General Manager, Corporate Services operates under the direction of the CEO and is responsible for the management and provision of financial, risk, workforce (human resources), property / assets, procurement and other corporate services supporting CBB operations.

Line Manager

The General Manager, Corporate Services reports to the Chief Executive Officer, and as a member of the CBB Executive Management Team, this position will support a solution focussed team approach across all organisational operations.

Special Conditions

- ▶ Some inter/intrastate travel and out of hours work may be required.
- ▶ The appointment is subject to a Criminal History Check.

Primary Responsibilities

Financial Administration and Reporting

- ▶ Take responsibility for CBB's financial management, budget, accounting, payroll, internal audit, risk management and quality assurance functions.
- ▶ Establish and review accounting and financial information systems, governance and internal controls to safeguard CBB's resources.
- ▶ Manage contractual obligations across corporate services.
- ▶ All statutory and compliance requirements are fulfilled.
- ▶ Lead and supervise the work of staff in the Corporate Services department.
- ▶ Ensure the preparation of various financial statements and reports including preparing and monitoring CBB's budget, preparing accounts for annual audit and acquittals for funding bodies.
- ▶ Act as the secretariat for the Finance, Risk and Audit Committee.
- ▶ Prepare and provide oversight to policy and procedures focused on financial management, investment, risk, and governance.
- ▶ Ensure accurate financial reports are prepared for the CEO, Board, other team members, funding bodies, ATO and other government departments as required.
- ▶ Identify and explore where there might be opportunities to enhance CBB's financial sustainability
- ▶ Assist in grant seeking and in the preparation of grant applications.

Workforce

- ▶ Develop and CBB's workforce strategy and manage workforce systems including but not limited to payroll and entitlement arrangements (Enterprise agreement, Award, Common Law Contracts), policies and procedures.
- ▶ Stay up to date with relevant Industrial Award and Industrial Relations legislation/ regulations and ensure they are implemented in CBB including workplace health and safety.
- ▶ Manage, analyse, and respond to workforce metrics including cultural environmental surveys.
- ▶ Assist the CEO with aspects of human resource management as requested e.g. recruitment; preparation of employment contracts; and maintenance and secure storage of staff records.
- ▶ Guide and support staff in the Corporate Services department while working in support of and collaboration with, other members of the CBB team.
- ▶ Proactively work to manage risks including Workplace Health and Safety.

Compliance & Contract Management & Procurement

- ▶ Work with the CEO to ensure CBB's compliance with relevant legislation, standards, and quality systems as part of ongoing accreditation.
- ▶ Undertake activities in line with legislative and statutory requirements including the requirements of regulators and funding bodies.
- ▶ Monitor and review contracts and agreements with a variety of stakeholders and prepare reports as required.
- ▶ Ensure CBB complies with all workplace health and safety legislation and obligations

Organisational Systems

- ▶ Oversee and develop organisational systems that support compliance, effective operations, risk management and accreditation.
- ▶ Contribute to continuous improvement of CBB's financial and human resource policies, procedures, systems and practices.
- ▶ Assist the CEO and Board with aspects of their governance role and requirements.
- ▶ Undertake other duties, as required in support of CBB's Strategic Plan.

Property Management

- ▶ Ensure the overall management, repairs and maintenance of Head Office and other assets.

Skills/Knowledge/Experience Profile

- ▶ Demonstrated commitment to the values that underpin CBB's purpose.
- ▶ Appropriate qualifications and excellent understanding of accounting and financial management practices, reporting, governance and accountability.
- ▶ High level of IT literacy, including a good working knowledge of the Microsoft Office suite of applications and experience in all facets of MYOB.
- ▶ Advanced analytical, conceptual, and problem-solving skills, with the ability to identify both strategic and operational issues, and to think laterally and creatively in addressing them.
- ▶ Excellent written and verbal communication skills, including the ability to compile and prepare financial reports, budgets, tenders, contracts, and associated documents.
- ▶ Advanced time management skills, while being comfortable working both autonomously and together in leading a small team where there may be competing demands, complex tasks and changing priorities.
- ▶ Extensive knowledge of statutory, legal and regulatory frameworks relevant to the community services sector.
- ▶ Proven leadership and capacity to work with, and as, a member of a small team as well as build effective relationships with people across the community services / Not for Profit (NFP) sector.
- ▶ Ability to use initiative, to adapt to change, to seek and embrace feedback, to approach work with enthusiasm, flexibility, and creativity while displaying a commitment to high quality standards.
- ▶ Awareness of issues impacting NFP sector.

Qualifications

This role requires a relevant Degree which is likely to be in Accounting, Finance, Commerce or Economics and the person will also have either a CA or CPA affiliation, together with a minimum 10 years' experience in a similar role.

Living & Working in Adelaide, South Australia

Adelaide is one of the most liveable cities on the planet. It is well known for its arts festivals, fine foods and wine, retail and dining experience and spirit of entrepreneurship and innovation. It has an advanced economy, world class universities and a flourishing multicultural heritage. Adelaide is the traditional home of the Kurna people and has a strong indigenous culture today.

LIFESTYLE

Adelaide is known for its **Mediterranean style climate**, where the weather is pleasant and moderate most of the year. Year-round big blue skies mean average winter temperatures of 16 degrees Celsius (°C) and 28°C in summer. Hot days can be real sizzlers and easily reach 40°C though!

Adelaide is a city that offers the physical and emotional space to breathe. There is a sense of freedom here – of expression, of movement, of thought. With a **diverse and eclectic array of accessible experiences**, it's a city that allows time for immersion, paired with a sense of space and freedom that actively encourages true indulgence.

The Adelaide Hills which are home to many villages, towns, wildlife parks and natural resources to explore, are less than half an hour drive from the City Centre. You'll never be far away from some of the most **pristine beaches** and water sanctuaries in the world, with almost 30km of beaches bordering Adelaide. Our beaches are famous for the beautiful waters and wide sandy foreshores. Beachside areas like Glenelg, Brighton and Henley Beach are only 15 minute drives from the City and offer **cosmopolitan hearts with retail and dining opportunities**. Within short drives from the city centre are Port Willunga where you can scuba dive in natural and man-made reefs, Port Adelaide where you can frolic with dolphins and St Kilda where you can wander the mangroves and natural reserves, also home to Dolphins and other Australian fauna.

A number of international measures rate metropolitan Adelaide highly for liveability, quality of life and cost of living. The Economic Intelligence Unit undertakes an annual Liveability Ranking and Overview of 140 cities around the world and Adelaide has in recent years consistently ranked 5th in the world. The Property Council of Australia undertakes its own annual survey

on liveability of Australia's top 10 biggest cities. In this survey Adelaide is ranked second only to Canberra, our nation's capital, and above all other capital cities. The Mercer Quality of Living Survey compares global cities and is primarily used to inform multi-national companies regarding optimal office locations and employee conditions. Adelaide was most recently listed as 29th in the World and has consistently ranked highly in this survey. Mercer's Cost of Living Report measures the comparative cost of over 100 items and Adelaide continues to outperform other Australian Capital Cities in this report

REGIONAL EXPERIENCE:

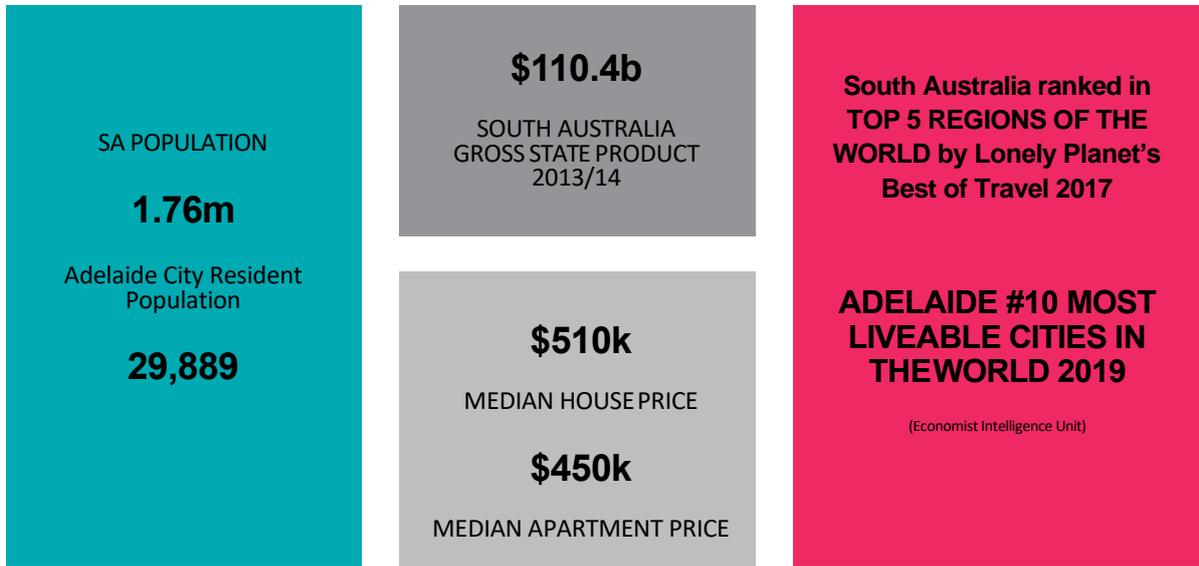
The regions surrounding Adelaide offer a unique experience with gourmet food offerings, internationally renowned wine, villages to explore and wildlife and natural attractions.

Adelaide is a city that lives well beyond its conveniently designed square mile epicentre, flowing seamlessly into world-famous wine and food regions such as Barossa, just an hour's drive north, or coastal escapes in the Fleurieu or Yorke Peninsula. You'll be spoilt for choice.

Travel another hour north and you'll reach the Clare Valley, which is famous for its Rieslings. The Adelaide Hills has some stunning whites and there's McLaren Vale and Langhorne Creek on the Fleurieu Peninsula – about an hour's drive south of the city. Drive yourself or join a guided tour of Adelaide and its surrounds - the choice is yours. Take a road trip and discover the reds from the Coonawarra on the Limestone Coast.

Kangaroo Island is an iconic destination, just two hours' drive and a short ferry ride south of Adelaide. It has pristine beaches, unique wildlife, awesome sunsets and fantastic food and wine.

South Australia & Adelaide, Fast Facts



One of the world's most liveable cities

Adelaide offers a relaxed, easy-going lifestyle, and is rated as one of the top 10 liveable cities in the world (Economist Intelligence Unit). It is located in a beautiful region of South Australia, which is also ranked in the top 5 of the world's regions.

Australia's most affordable mainland capital

Your money will go much further in Adelaide. Studies show it costs 21% more to live in Melbourne and 23% more to live in Sydney than Adelaide. Adelaide is around 4% cheaper than Brisbane and Perth (2016 Economist Intelligence Unit), meaning you will have more money to discover Australia during your weekends and holidays.



Contact Information

For a confidential discussion regarding the General Manager, Corporate Services position, please contact VUCA Senior Associate, Ms Patricia Williams on 0438 388 530.

Applications, including your current CV and a letter of introduction are to be forwarded in Word format to gmcbb@vuca.com.au

Applications close 5pm Friday 16th April 2021.

Important Information

Please note that VUCA Trusted Advisors believes that while the information contained in this document is true to the best of the Company's knowledge at the time of writing, such information may change without notice. Further, the information herein is the property of the Company and must not be published or attributed unless explicitly agreed.