



POSITION DESCRIPTION

Practice Manager

Ballarat & Grampians Community Legal Service (BGCLS) is a not-for-profit organisation providing **free** legal advice, information and community legal education to people who live, work or study in the Central Highlands and Wimmera regions of Victoria.

BGCLS assists not only with individual legal matters, but also more broadly in community development, community legal education, capacity building and law and policy reform projects based on the needs of our community.

We actively work in partnership wherever possible, with government, Victoria Legal Aid and other publicly funded legal assistance service providers, pro bono contributors, the private legal profession, community services agencies and other community partners to ensure the best outcomes for their clients and community.

Position Title:	Practice Manager
Accountable to:	CEO
Reports to:	CEO
Direct Reports:	Receptionist Administration Assistant
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) Community Services Worker.
Level:	Level 7
Conditions:	All conditions are in accordance with the award and the current Community Legal Centres Multi Business Agreement.
Salary Packaging:	The benefits of tax-effective Salary Sacrifice arrangements are available to all staff subject to BGCLS's ongoing Fringe Benefits Tax exempt status.

POSITION SUMMARY

The primary purpose of the Practice Manager role is to manage the financial and accounting functions of the organisation. In addition, the Practice Manager will ensure the smooth, efficient and effective operation of the firm by managing the corporate services functions including but not limited to marketing, office management, IT, facilities and equipment, quality and compliance.

The Practice Manager works closely with the CEO and interacts frequently with all team members.

DUTIES & RESPONSIBILITIES

Leadership

- Support and contribute to the development of strategy as a member of the leadership team
- Provide quality and informed leadership to the organisation regarding finance, customer service and administration
- Approach problems and challenges from a solution focused mindset
- Consult with employees and stakeholders to inform continuous improvement & business efficiency
- Train and support employees in the use of technology to improve service delivery, reporting and operational efficiency
- Identify learning and development opportunities for direct reports

People Management

- Supervise, support and mentor direct reports in all areas of their duties
- Support direct reports to provide client and customer service within the scope of their responsibility and as guided by the legal team
- Develop and review policies and procedures which align with accreditation requirements, best practice guidelines and reporting requirements
- Manage the workload and priority areas of the administration team
- Provide informal debriefing support to direct reports and implement formal debriefing when required
- Conduct annual performance appraisals of direct reports
- Review the monitoring and evaluation data to provide feedback and direction for continuous improvement

Finance Management

- Manage the day to day accounting activities including accounts payable and receivable, banking, reconciliations, cash handling and cash flow management
- Responsible for the month end process including ensuring the completion of the general ledger and balance sheet reconciliations, accruals and accounting journals
- Produce the monthly financial statements including financial variance analysis and commentary and compile the financial Board pack
- As requested, attend the Board and Finance & Audit Committee meetings to present financial reports, provide analysis and feedback and action any items arising from the meeting
- Produce supplementary reports on an ad hoc basis as requested
- In conjunction with the CEO, develop key performance indicators and monitor accordingly
- Manage grant reconciliations, recognition of income and ensure adherence with financial milestone reports and acquittals
- Manage the external audit process and ensure suitable workpapers are compiled
- In conjunction with the auditors prepare the annual statutory financial statements and the notes to the accounts in accordance with accounting standards
- Manage all statutory obligations, including GST, FBT & PAYGW and ensure timely completion of statutory returns
- Review and maintain the fixed asset register and asset replacement plan
- Manage and process the payroll and associated functions including but not limited to superannuation, leave management, salary sacrifice, reimbursements, portable long service leave etc
- Manage the annual budget and forecasting process and prepare accurate and comprehensive budgets detailed at a service level

- Proactively contribute to the ongoing continuous improvement, development and maintenance of the finance and payroll systems
- Collaborate with external stakeholders, suppliers and contractors to build relationships and facilitate efficient processes and opportunities for improvement
- Manage the adherence to finance and accounting policies and procedures and recommend to management the updating of such policies and procedures to ensure alignment with best practice

Human Resources

- Manage the employee training matrix and coordinate all training and development for employees following approval from the CEO
- Manage the leave process for employees, collecting leave application forms, ensure the appropriate rostering and coverage of staff for delivery of services
- Facilitate the induction and onboarding of new employees and volunteers
- Manage all employee's legal compliance and insurance such as membership renewals, practicing certificates, CPD register etc
- Act as the OHS representative; act on promptly any injury, incident or near miss ensuring the correct processes are followed and reported as necessary
- Assist in fostering a positive and high performing culture across the organisation

Facilities Management

- Ensure the standards of cleaning and hygiene are maintained throughout the building
- Manage the operational functions of the building such as out of hours contact, security, access etc
- Ensure the building complies with all aspects of legislation and best practice
- Ensure equipment complies with appropriate legislation; health and safety, electrical appliance testing etc
- Manage the engagement of contractors for the delivery of services
- Manage all maintenance issues
- Oversee the lease agreement and liaise with the landlord or landlord's representative as required

IT and Systems

- Be the direct point of contact with the IT and software providers
- Monitor the use of IT, ensuring compliance with the appropriate systems, processes and policies
- Coordinate IT/ Software training as required for employees
- Regularly review, assess IT systems, processes and software to ensure they remain relevant and fit for purpose
- Identify opportunities to leverage IT and software to automate functions and streamline service delivery
- Manage IT and software agreements
- Manage phone systems and contracts
- Ensure the accurate and appropriate collection of information and data into IT software and systems
- Manage cyber security risks
- Create and manage users within the IT systems and software

Quality and Compliance

- Ensure compliance with obligations under funding agreements
- Prepare reports for funding bodies as required to meet compliance obligations
- Alert team members to issues of quality and risk
- Coordinate the annual insurance renewal process and ensure adequate coverage is maintained at all times

- Regularly review and assess the effectiveness of organisational systems, processes, policies and standard operating procedures to ensure the organisation is meeting its compliance, quality and risk requirements and obligations

Customer Service

- Develop systems and processes that support quality customer service for clients, stakeholders and partners
- Facilitate a culture of internal customer service that supports the legal services and community engagement areas of the organisation
- Support employees with managing difficult customers, complaints and complex enquiries
- Maintain current skills and knowledge to provide clients and customers with information and assistance

Administration

- Provide leadership and expertise in the implementation of legal sector platforms, CLASS and ActionStep
- Ensure systems and procedures are documented and reviewed to reflect changing practices
- Support and oversee the general administration duties of the administration team
- Undertake project management as required
- Represent the organisation on working groups as required
- Assist with the development, drafting and preparation of funding applications, tenders and grants

EXPECTATIONS OF ALL BGCLS EMPLOYEES

Health and Safety

- Create, maintain, and foster a safe workplace
- Identify, report & correct any unsafe acts, conditions, or behaviours according to BGCLS's Policies and Procedures and OH&S requirements

Risk Management

- Ensure compliance with all requirements of the Risk Management guide for Community Legal Services
- Operate within BGCLS policies, procedures, funding guidelines, practice directions and legislative requirements

EEO and legislative requirements

- Support equal opportunity
- Require all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious, and sexual orientation
- Encourages applicants from diverse backgrounds

Professional Development

- Undertake appropriate professional development activities to maintain and enhance the knowledge and skills required to fulfil the responsibilities of the position and comply with CPD requirements if required

Code of Ethics and Conduct

- Actively support BGCLS vision, purpose, and values
- Ensure compliance with BGCLS Code of Ethics and Conduct

- Supports equal opportunity and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation

KEY SELECTION CRITERIA

1. Significant understanding of, and demonstrated commitment, energy and passion for, the purpose, values and strategic direction of BGCLS.
2. Proven experience and financial acumen in managing the finance and accounting function in alignment with organisational strategy, business plans, funding and compliance requirements.
3. Demonstrated experience in managing the operations of an organisation; ability to understand and align operations with the drivers of the business, set and monitor key performance indicators and make well-rounded decisions for the effective operation of the organisation
4. Well developed skills and abilities in reviewing, developing and implementing systems, processes, procedures with a continuous improvement focus.
5. Exceptional time management and organisational abilities; competent working to deadlines, managing conflicting priorities and working under pressure
6. Demonstrated ability to build relationships with internal and external stakeholders, influence outcomes, communicate (verbal and written) effectively, gather and interpret feedback to proactively achieve resolutions and progress matters.
7. Advanced IT skills, particularly with MS office suite, including the ability to troubleshoot and manage IT issues.
8. A proven ability to exercise initiative, sound judgement and problem solving to manage the operations of the organisation with the expertise to identify areas for improvement, exploring and presenting options to the CEO and/or Board.

QUALIFICATIONS

- Tertiary qualifications in Business, Finance, Accounting or relevant discipline.
- Minimum of 5 years experience in a similar type role with previous experience managing the finance and accounting function of an organisation
- Current Victorian Driver's Licence
- Cleared National Police Record Check (it is the responsibility of all staff to notify the organization immediately if there are any changes to their criminal records status)
- Current right to work in Australia
- Valid, employer Working with Children Check
- Physical ability to safely undertake all aspect of the position

ACCEPTANCE OF POSITION DESCRIPTION

I acknowledge that I have read and understand the Key Responsibilities of my position:

Full Name:

Date:

Signature: