

AustCycle – General Manager

JOB DESCRIPTION

AustCycle Pty Ltd is a joint venture business between the Amy Gillett Foundation, Cycling Australia and other cycling industry bodies designed to deliver a standardised national program of cycle training and bicycle education to all people of all ages and abilities. AustCycle aspires to increase the number of people who cycle while reducing the incidence of death and injury to cyclists.

The role of the General Manager is to provide leadership in positioning the organisation for the growth, national expansion and ongoing success of AustCycle and its program elements.

The General Manager will be involved in the planning and delivery of all aspects of AustCycle's business management, marketing and program operations; including the licensing arrangements between AustCycle and its key service providers.

In the ensuing three year period a critical component of AustCycle's operations will be the successful delivery of the COAG Healthy Communities Program contracted with the Australian Government Department of Health and Ageing (DoHA).

This is a full-time position for an initial two year contract term with opportunity for growth and expansion. AustCycle currently operates from the Cycling Australia office at Level 2, 280 Coward Street, Mascot, NSW. AustCycle is a national program and accordingly, the role may involve some interstate travel and non-standard hours of work.

Key Responsibilities of the role will include:

- Management and Leadership
 - Responsible for all business planning and operations, and compliance responsibilities of AustCycle
 - Manage and coordinate financial operations against budget; coordinate financial reporting to AustCycle Board in cooperation with service delivery entities
 - Manage and grow staff team and service provider contracts in parallel with the expansion of AustCycle operations
 - Service, communicate and report to the AustCycle Board
- Program Management
 - Develop, produce and implement a professional Provider Licensing structure underpinned by professional business and technical resources
 - Manage and oversee the delivery of administration and marketing support services to accredited AustCycle Providers and Teachers
 - Manage and oversee the administration of accreditation and licensing of Providers and Teachers; database maintenance; recruitment and delivery of training courses
 - Liaise with Cycling Australia technical staff and other consultants, to maintain quality control of AustCycle courses and curriculum (registered with National Coaching Accreditation Scheme – NCAS)
 - Develop and manage an effective two-way communication process with Providers
- Project Management
 - Manage and oversee the implementation and reporting protocols of AustCycle projects (specific current priority: DoHA)
 - Manage negotiation, planning, implementation and evaluation of new projects
 - Implement appropriate communication and relationship management protocols with AustCycle project partners

- Marketing
 - Ensure servicing of corporate and government partners and the delivery of agreed benefits and reporting
 - Drive and coordinate the promotion and marketing of AustCycle programs – facilitate and develop business opportunities for AustCycle Providers
 - Lead and implement, in coordination with the AustCycle Board, external consultants and other supporters, to deliver marketing and sponsorship initiatives
 - Develop key relationships with government and corporate sectors and the cycling community.

Reporting Lines

- The General Manager will report directly to the AustCycle Chair and through that position to the Board.

Issues and Challenges

- Maintaining communication with, and servicing of, all stakeholders
- Ensuring quality and reputation of AustCycle programs
- Meeting DoHA expectations and contracted KPIs
- Operating efficiently and managing growth and expansion within a limited budget
- Managing workload and prioritising.

Key performance Indicators

- Progressive roll-out of AustCycle programs to all Australian states and territories
- Development of professional business and technical resources for AustCycle Providers and Teachers
- Managing growth and financial performance of AustCycle
- Delivering contracted obligations for the DoHA Healthy Communities Agreement
- Professional servicing of all stakeholders – providers, teachers, participants, government and corporate partners, and the AustCycle Board.

Personal Qualifications

- Strong management and leadership skills
- A high level of written and oral communication skills and demonstrated capacity to build and manage stakeholder relationships
- An understanding of and demonstrated capacity to manage licensing operations
- Confident capacity to manage and direct marketing and sponsorship operations
- Demonstrated ability for financial management and capacity operate within a budget
- Competency in IT operations – MS Office suite of programs
- Relevant tertiary qualifications would be advantageous.