



## Social Enterprise Manager

### A. POSITION SUMMARY

<b>Position Title:</b>	<b>Social Enterprise Manager</b>
<b>Team /:</b>	Disability Services
<b>Reporting to:</b>	General Manager – Disability Services
<b>Reports:</b>	GeekAbility Lead Educator and Hub Leaders
<b>Status:</b>	Fulltime
<b>Location:</b>	Mandarin Street
<b>Salary:</b>	

### B PROGRAM OVERVIEW

*Woodville Alliance (WA) provides a wide-range of inclusive options for adults with disabilities, maximising people’s social capital and local citizenship. We provide a diversity of service offerings which are co-designed with WA clients and their circle of support to ensure that every individual meets their expected outcomes. WA is committed to social entrepreneurship as it provides a framework for businesses to find their own success in the pursuit of supporting individuals. We believe that operating within a social business model that we can generate profits which will be reinvested in our local communities.*

### C. JOB PURPOSE

The Social Enterprise Manager (SEM) will have a proven ability to lead and project manage large and simultaneous projects to implement WA’s strategic goals of social entrepreneurship while maintaining scope, budget and schedule. The SEM will support the senior leadership team to build the capacity of WA to transition disability services to a commercially viable social enterprise model. The SEM will lead key social enterprise projects including GeekAbility and other planned social enterprise partnerships including project management of government grants.

The SEM will have a focus on business outcomes enabling people with disability to realise their career aspirations. Clinical oversight of our clients within a clinical governance framework, will be provided by the Disability Services Manager.

This area has seven key areas of responsibility

1. Develop Social Enterprises
2. Corporate Governance
3. Client and Market Focus
4. Financial Sustainability
5. People and Capability
6. Information and Knowledge Management
7. Quality Management and Improvement

## D. RELATIONSHIPS

To ensure best practice and quality service delivery is provided within the allocated funding this position must have well developed networks and relationships within the community and business sectors. These include but are not limited to:

- Social Enterprise Leaders
- NSW Business Chamber
- NSW's Department of Industry
- Senior Leadership Team (SLT)
- Lead Educators
- Hub Managers

Key Result Area 1	<b>Develop Social Enterprises</b>
<p style="text-align: center;"><b>Key Tasks</b></p> <ol style="list-style-type: none"><li>1. In partnership with the SLT drive and develop a culture of social entrepreneurship decreasing WA's dependency on government grants.</li><li>2. Implement and oversee effective and evidence-based business processes in all of WA's social enterprises.</li><li>3. Work in partnership with key stakeholders including consultancy specialists, other social enterprises and government partners.</li><li>4. In partnership with the General Manager – Corporate Services to negotiate the terms of various contracts, including but not limited to commercial property leases and procurement of equipment and services.</li><li>5. Research and recommend new innovations to the SLT.</li></ol> <p style="text-align: center;"><b>Key Performance Indicators</b></p> <ol style="list-style-type: none"><li>1. There is a budgeted increase in income generated from non-government grants within a year.</li><li>2. Each social enterprise operates within a framework developed through evidence-based practice and is effective in supporting the social enterprise to achieve a profit.</li><li>3. Able to demonstrate evidenced outcomes through networking and consultancy partnerships including government.</li><li>4. Contract and the procurement of services are completed within the organizations policy and procedures.</li><li>5. The SLT have received relevant research and recommendations to develop WA's social enterprise capability.</li></ol>	

Key Result Area 2	<b>Corporate Governance</b>
<p style="text-align: center;"><b>Key Tasks</b></p> <ol style="list-style-type: none"> <li>1. Develops business processes that are consistent with ISO and WA’s policy and procedures.</li> <li>2. In partnership with the Quality Improvement Committee (QIC) develop policies and procedures that govern new business practices.</li> <li>3. Provide a monthly report to the General Manager Disability Services (GMDS) on key activities and milestones within WA’s social enterprises</li> <li>4. Work with the GMDS in developing accessible and inclusive work environments for people with disability.</li> </ol> <p style="text-align: center;"><b>Key Performance Indicators</b></p> <ol style="list-style-type: none"> <li>1. All business processes are well documented and consistent with ISO and WA’s policy and procedures.</li> <li>2. WA has high level policy and procedures that provide a governing framework for new business practices.</li> <li>3. A monthly report is provided to the GMDS each month clearly detailing the progression of key activities and milestones including budgetary information.</li> <li>4. All WA’s social enterprises are accessible and inclusive of people with a disability and are to be adapted to meet specialist needs.</li> </ol>	

Key Result Area 3	<b>Client and Market Focus</b>
<p style="text-align: center;"><b>Key Tasks</b></p> <ol style="list-style-type: none"> <li>1. All WA’s social enterprises operate to support the human rights of people with a disability, including their right to work and earn award wages.</li> <li>2. People with a disability can be economically active while developing their skills for long term employment.</li> <li>3. Work in partnership with the Marketing Manager to promote WA’s social enterprises including the commercial aspects of each enterprise.</li> <li>4. Research and respond to the needs of the new disability market including the identification and monitoring of competitors.</li> </ol> <p style="text-align: center;"><b>Key Performance Indicators</b></p> <ol style="list-style-type: none"> <li>1. All WA’s social enterprises are designed within a human rights framework and provide equal remuneration opportunities.</li> <li>2. All employees will have a personal development plan with the opportunity to access accredited training through such avenues as the NSW Smart and Skilled program.</li> <li>3. WA’s social enterprises are well known with the sector and are offered to a wide range of people with a disability.</li> <li>4. The SLT will have up to date information on the disability market, including an understanding of local competition.</li> </ol>	

Key Result Area 4	<b>Financial Sustainability</b>
<b>Key Tasks</b>	
<ol style="list-style-type: none"> <li>1. In partnership with the GMDS and GMCS manage the budget of each social enterprise.</li> <li>2. Identify and implement business opportunities to generate non-government grant income.</li> <li>3. In partnership with the Marketing and Partnerships Manager identify private corporate social responsibility funding opportunities.</li> <li>4. In partnership with the SLT develop a strategy for new funding models such a 'Social Impact Investing'.</li> </ol>	
<b>Key Performance Indicators</b>	
<ol style="list-style-type: none"> <li>1. Profit and Loss statements show a profit in each enterprise.</li> <li>2. Evidenced partnerships with local businesses and non-government organizations including contemporary social enterprises.</li> <li>3. The Innovation Committee receive a quarterly report detailing available corporate social responsibility funding.</li> <li>4. Actively works with the SLT and supports the development of a strategy for new funding models.</li> </ol>	

## F. RECRUITMENT INFORMATION

(The essential knowledge, experience, skills and personal attributes required for the position)

<b>COMPETENCY AND SELECTION CRITERIA REQUIREMENTS</b>	
1	Tertiary qualifications in business supported by well-developed project managements skills.
2	High level of computer skills with advanced competencies in Microsoft Excel and contemporary digital project management platforms.
3	Knowledge and understanding of social enterprises
4	Awareness of socio-economic issues related to people from culturally and linguistically diverse clients.
5	Demonstrated superior skills in mediation and negotiation, collaboration and consultation with key stakeholders.
6	Commitment to the human rights of people with a disability
7	Demonstrated leadership, mentoring, capacity building, including staff supervision.
8	Commitment to social justice principles and access and equity.
9	Demonstrated high level customer/sales and networking/marketing service skills.
<b>Desired</b>	
10	Experience in working with people with a disability
11	Passion for digitalised systems and automation of work processes

## G. OTHER REQUIREMENTS

<ul style="list-style-type: none"> <li>• You may need to perform other reasonable duties which are not listed in this position description from time to time to meet our business and operational needs.</li> <li>• You may be required to travel with notice to fulfill your duties.</li> <li>• To work and promote the NSW Disability Service Standards</li> <li>• To promote a person-centered culture of choice, inclusion and empowerment</li> <li>• A commitment to the principles of quality assurance and continuous improvement</li> </ul>
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- Responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Identify improvement opportunities, ideas and suggestions for quality improvements.

### Approval

<b>Managers Name</b>	<b>Managers Signature and Date</b>
<b>Employee Name</b>	<b>Employee Signature and Date</b>
<b>Human Resources Manager Name Veronique Besnard</b>	<b>Human Resources Manager Signature and Date</b>