

## Vacancy

### General Manager: Inland

#### Reporting to

Chief Operating Officer

#### Job Purpose

Oversee all aspects of the Inland Regional Incubators in accordance to the Company's strategic objectives, mission and vision, including delivery of key strategic targets, operational management, and staff development within established quality standards. Responsible for supervising the recruitment, training and discipline of all BU staff in the Regional Incubators.

#### Key Results Areas

- Perform the role of 'Strategic Custodian', ensuring that each criterion in BU's current strategy document is communicated, understood, achieved and maintained by the Regional Incubators
- Ensure the creation of an operating environment that assures consistent client satisfaction across the Regional Incubators
- Monitor the satisfaction of clients in the Regional clusters through analysis of the bi-annual client satisfaction survey and if needed, initiates corrective action
- Maintain quality service standards by managing the bi-annual internal audit process across all regional incubators
- Develop accurate and aggressive long and short-range performance objectives consistent with the Company's vision and strategic intent
- Prepare financial reports for management that clearly explain operational effectiveness, trends and variances
- Oversee the preparation of annual capital and operating expenditure budgets for each Incubator
- Oversee the preparation of annual marketing and business plans for each incubator

- Plan and manage the establishment and implementation of new Incubators in the Inland region where required
- Establish and maintains a pro-active Human Resource function to ensure employee motivation, training & development and compliance with established labour regulations
- Oversee the execution of regional marketing, recruitment, and operational activities and producing results that meet or exceed the organisation's business plan
- Ensure the implementation of good safety practices of employees and clients. Assist in the maintenance of proper emergency and security procedures
- Establish and maintains applicable preventive maintenance programmes to protect the physical assets of BU
- Understand any legislative regulations affective regional operations, ensuring that each regional incubator is operated in compliance with all applicable laws, ordnances, regulations, and requirements of any state or municipal authority
- Supervisory Responsibilities
  - Typically, directly supervises the Regional Manager of each Coastal/Inland (whichever applicable) Incubator
  - Indirectly supervises all regional personnel.
  - Supervise all regional responsibilities in accordance with the Company's policies, strategy, and applicable laws
- Oversee all recruitment, interviewing and training of employees; planning, assigning, and directing work; appraise performance; reward and discipline employees
- Manage of Regional Stakeholders, Stakeholder reports and targets

**Education, Skills,  
Knowledge and  
Experience**

- Minimum of 10 years operations experience
- Five (5) years of which must be specifically people management
- Of the 10 years' experience, at least three (3) years must have been spent in a senior management role
- Demonstrate excellence and expertise in the fields of financial management, administration and operations, HR management and IT

- Demonstrate experience in the management of a team at a professional level
  - Effective operational experience in running a business and/or business unit(s)
- Current valid driver's license

**Please note**

Interested employees who meet the above requirements must forward their CV to Human Resources at: [jobs@blackumbrellas.org](mailto:jobs@blackumbrellas.org)

**No late applications will be accepted**

**Closing date for applications: 20 September 2019**