

Position Description

Position Title:	General Manager
Employment Status:	Full time
Location:	
Reports to:	Board of Directors
Staff Reporting to this Position:	6 Direct, but with overall responsibility for all staff.
Date Position Last Reviewed:	September 2007
Overall Objective of the Position:	To oversee day-to-day operations of the dealership in accordance to the values set out by the group, undertaking administrative and management activities to ensure the dealership remains profitable and sustainable.
Key Accountabilities:	<p>Performance and progress in the following areas will be the priorities for this position:</p> <ol style="list-style-type: none"> 1. Dealership management 2. Profitability 3. Staff management 4. Risk management
Duties/Responsibilities:	<ol style="list-style-type: none"> 1. Develop and review the dealership's annual business plan in conjunction with the directors and the management team, to address the, human resources, marketing,, training and operations functions and plans for growth. 2. Work with the dealership managers to implement an approach to improving and maintaining dealership profitability. This includes supporting the operations of the dealership more generally by mentoring/ coaching team leaders in their management responsibilities and providing ad hoc advice as necessary. 3. Oversee the management of the dealership's human resources by: <ol style="list-style-type: none"> 3.1. Monitoring and assisting management in their HR functions, including providing advice in relation to HR and IR matters. 3.2. Developing and implementing appropriate HR policies and procedures including employment agreements, performance management, training and induction, workplace health and safety and injury management and the HR manual. 4. Oversee the activities of the marketing function, including budgeting. 5. Provide assistance and advice to the directors in regards to the finance function, including monitoring overall budgets and expenditure.

	<ol style="list-style-type: none"> 6. Develop and maintain all non-financial office policies, procedures and systems, including human resources, OH&S and client management. 7. Manage the existing franchisor and supplier relationship at the highest level, including fostering new franchisor and supplier relationships where appropriate. 8. Ensure compliance with all legal requirements as outlined by the Office of Fair Trading, ACCC and other similar agencies. 9. Any other duties as may be directed from time to time to meet the changing needs of the dealership.
<p>Qualifications, Knowledge, Skills and Experience Required:</p>	<p><i>Essential:</i></p> <ol style="list-style-type: none"> 1. Significant dealership management experience in a comparable dealership. Demonstrated experience in managing all facets of a dealership is an essential requirement for this role. 2. Demonstrated ability to achieve dealership profitability targets. 3. Demonstrated ability to lead, manage, develop and coordinate staff. 4. Demonstrated commitment to the values of the group, and to upholding the existing culture of the dealership. 5. Demonstrated initiative coupled with the ability to align business processes with the strategic direction of the organisation. 6. Strong communication skills and the ability to influence, persuade and motivate.

Key Performance Indicators (KPI's):

Performance standards for this position are met when:

Key Accountabilities	KPI's	How KPI's will be Measured
<p>Dealership management</p>	<p>Business plan delivered annually on time and to a high quality standard.</p>	<p>Delivered</p>
	<p>HR systems are maintained and effective. Staff training program is implemented at all levels.</p>	<p>Delivered. Feedback from staff. Delivered. Feedback from staff.</p>
<p>Profitability</p>	<p>Achieve revenue targets Achieve profitability targets</p>	<p>Records of revenue Records of profitability</p>
<p>Staff Management</p>	<p>High performance of team leaders. Low staff turnover amongst team leaders High staff morale</p>	<p>Performance against KPIs Records of staff turnover. Feedback from staff. Annual Staff Survey.</p>
<p>Quality control & risk management</p>	<p>Policies and procedures (HR, OH&S and client management) implemented and maintained.</p>	<p>Delivered</p>