

GENERAL MANAGER OPERATIONS

Job Description

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GENERAL MANAGER OPERATIONS JOB DESCRIPTION

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Summary

Job Title	General Manager Operations
Job Type	Full-time, ongoing; flexible work hours available
Location	On site in the Canberra office at Bruce; provision for some remote work
Reports to	Chief Executive Officer
Remuneration	\$180,000.00 to \$200,000.00 per annum

Company background

Castlepoint technology provides command, control, and compliance over all information, in every system, through a single pane of glass. Castlepoint reads, registers, classifies, and manages information from all systems in a network, using Artificial Intelligence.

Castlepoint Systems is committed to ensuring that our operations are conducted ethically, in accordance with applicable laws and best practices, and in the best interests of our clients, our community, and the environment. Our vision is to make the world a better place, by changing the way organisations manage information, so that people, communities, and companies are safer and smarter. Our core values are ethics, hard work, and integrity.

We have committed to becoming an employer of choice, one that attracts likeminded, hardworking people through flexibility and other real, developmental benefits that improve the lives of our staff. We are a feminist company, and believe strongly in supporting men and women to take equal roles in the workplace and at home. We enforce pay equity, and pay superannuation throughout parental leave. We seek to employ people who represent community demographics, including younger and older people, indigenous people, migrants, people with a disability, and LGBTQIA+ people. We have a formal Human Rights Policy addressing how we will support our staff, which is aligned to the United Nations sustainable development goals.

To help ensure that our employees can enjoy a high standard of living, we remunerate our employees at above the market rate for their skills, qualifications, and experience level. We then invest heavily in our people with formal Development Plans, reviewed twice-yearly, committing to internal mentoring, paid training, and other development opportunities with a goal of continually increasing their marketability. As employee skills increase, we assign more responsibilities, and we then adjust their wages and titles upwards commensurately. We also support employees to develop skills and experience in areas not directly related to their roles if they have an interest in those types of development. We have a policy of salary transparency for all employees, including the Executive, to help combat unconscious bias and foster gender equality.

Castlepoint also supports our employees with an Employee Assistance Plan, and skilled HR professionals with experience in mental health and workplace cohesion. We support our staff to practice religious and cultural observance during work time using flexible working arrangements, and to be free of discrimination based on their beliefs. We encourage communication between all areas of the business, and provide regular updates from the executive team on company activities and initiatives. We encourage two-way communication between employees at all levels and with the senior management team.



Position Overview

Primary purpose of the position

The General Manager Operations oversees the day-to-day operations of the company, ensuring that we are delivering on our promises and our obligations. This role is responsible for executing our business plans, and establishing, implementing, and monitoring our procedures. In our company, we have a laser focus on quality. This role makes sure that we are not only doing everything that we need to do when we need to do it – but we also are also doing it incredibly well.

In this role, you will directly manage and mentor a team of people focused on delivery, quality management, and administration. You will also manage the overall resource profile and culture of the company, with responsibility for recruitment, staff development, and performance management across the whole business. You will work closely with the other General Managers, and with the CEO, to make sure that our people are benefiting from strong leadership, compassionate guidance, and continuous investment in their professional development.

You will be responsible for executing on the company strategies and business plans, and for putting in place procedures, processes, and tools for achieving them. You will help evaluate and iterate plans and roadmaps as part of the senior leadership team, and will have close contact with the CEO to determine priorities, measures of success, and operating targets. It will be your job to ensure that the CEO's vision and company values are interpreted, communicated, and applied. You will create regular, evidence-based reports to demonstrate progress, risk control, and measurable improvement.

You will have extensive experience in quality and project delivery, as part of your role will be providing guidance and direction to the project management, quality management, and business teams. You will also have commercial and contract management experience. You will be responsible for ensuring all of our procedures and policies are followed. You will also have some experience in marketing or communications, as you will oversee internal messaging, staff training, and content production. Some of your personal traits will include highly developed organisational skills, excellent writing skills, and an unwavering attention to detail.

You will also have experience in establishing a new business or function. A key part of the current business plan is the launch of our new product, which requires a go to market strategy, growth plan, and build-out of a dedicated team. The General Manager Operations will be responsible for the establishment of this new part of the business, and for making sure it is sustainable. Part of this remit will require close engagement with the Product and Growth General Managers to jointly manage Research and Development, experience design, marketing, and production.

Key Challenges

The company is growing extremely quickly, and demand from new clients and partners is very high (particularly in the government and financial sectors). Balancing conflicts between the priorities of different teams is an important part of the role, as our quality standards for delivery need to be maintained even under pressure to do more, faster.



Duties and Responsibilities

Responsibility	Breakdown of Tasks	Outcomes/Measures
Operations Management 40% time/effort	<ul style="list-style-type: none"> Oversee company-wide operations Oversee quality and compliance Oversee reporting and evaluation Oversee staff management Execute plans and strategies 	Procedures and policies are followed Operations are efficient and compliant
Delivery Management 30% time/effort	<ul style="list-style-type: none"> Oversee project and program management and delivery team Oversee commercials for contracts Oversee transition into service 	Project delivery is streamlined Project durations are reduced
New Business 20% time/effort	<ul style="list-style-type: none"> Oversee release plan of new product Liaise internally and with clients to validate requirements, design, prototypes, and developed solution Plan and execute go-to-market 	Product release plan is developed Requirements are traceable to built system
Strategy and Planning 10% time/effort	<ul style="list-style-type: none"> Provide input to strategies and plans Participate in consultation/advisory Identify opportunities for improvement 	Documentation is comprehensive, complete, and correct

Skills and Experience

Qualifications:

- Relevant University or equivalent degree in business (**essential**)
- Relevant business certification/s, e.g. MBA (**essential**)
- Australian Government Security Clearance (**desirable**)

Experience:

- 10 years or more previous experience in a similar operational management role (**essential**)
- 15 years or more experience working in a management role (**essential**)

Skills:

Knowledge, skills, and abilities	Essential	Desirable
Risk and opportunity management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Project and change management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Business process improvement and evaluation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Regulatory compliance and quality management	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Knowledge, skills, and abilities	Essential	Desirable
Team leadership and mentoring	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Recruitment and team growth management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Professional development, performance management, and staff retention	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Setting and managing performance and delivery targets	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Business plan and strategy development and execution	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marketing, communications, and training	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Strong written and spoken communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Time, deadline, and priority management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Analytical skills developing evidence-based and statistical reports and plans	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Problem solving, flexibility, and capacity for generating innovative ideas	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience working with government or regulated industry	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience with SaaS, AI, records management, or security software	<input checked="" type="checkbox"/>	<input type="checkbox"/>
International business management, growth, or sales	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Strong stakeholder management and customer satisfaction skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>