



<b>Job title</b>	Corporate Services Manager	<b>Date</b>	16 <sup>th</sup> November 2022
<b>Location</b>	Port Vila Efate		
<b>Employment type</b>	Contract – full time		
<b>Remuneration</b>	Vatu 1.4 million to 1.9 million per anum, commensurate with experience.		
<p>YCV is a charitable organisation based in Port Vila working with Vanuatu’s young people since 2001. YCV aspires to empower young people throughout Vanuatu to reach their potential through community development, leadership, business, career and employment programs and services.</p>			
<b>Purpose</b>	<p>The purpose of the Corporate Services Manager position is to support the Board of Directors in the effective management of all YCV operations including the oversight of social enterprises, the monitoring of overall operational and financial performance measures and the timely completion of reports to stakeholders.</p>		
<b>Reports to</b>	Executive Director (ED)		
<b>Direct reports</b>	Up to 7 including Finance, IT, Quality, MEL, HR and Social Enterprise staff.		
<b>Role responsibilities</b>			
<p>The key focus of the Corporate Services role is to manage operational and financial outcomes of YCV and social enterprise operations.</p> <p>All responsibilities are expected to be delivered to a high standard, on time and in line with YCV policy, procedure and templates.</p> <p>All plans, goals, targets, budgets, and reporting activities are to be thorough, accurate and achievable.</p> <p>Where templates, forms, checklists and procedures etc. do not exist, it is expected that the Corporate Services Manager in collaboration with the ED will develop and implement these as required.</p> <p>All aspects of the role and employment with YCV include effective collaboration with all staff and stakeholders.</p> <p>The Corporate Services Manager key role responsibility areas are:</p> <ul style="list-style-type: none"> <li>• Business Management.</li> <li>• Finance.</li> <li>• Quality, Monitoring, Evaluation and Learning (MEL).</li> <li>• Facilities and Information Technology (IT).</li> <li>• Human Resources (HR).</li> <li>• Organisational Development and Compliance.</li> </ul> <p>This job description serves to illustrate the scope and responsibilities of the job and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.</p>			



Role responsibility areas	Key performance indicators
<p><b>Business Management</b></p> <ul style="list-style-type: none"> <li>• Support the delivery of YCV Strategic Plan goals and objectives in line with timelines and budgets.</li> <li>• Support annual Business Plan development with relevant Managers.</li> <li>• Work closely with YCV Management colleagues to ensure project / program plans are developed and executed in line with strategic objectives.</li> <li>• Coordinate various business activities across YCV sites including facilities management and technology management.</li> <li>• Provide practical and creative input to the development of new business initiatives.</li> <li>• Support the development of new funding proposals.</li> <li>• Manage YCV led Social Enterprises during establishment phase.</li> </ul>	<ul style="list-style-type: none"> <li>• Annual Business Plan in place and implemented.</li> <li>• Effective, current project / program plans are in place across operations.</li> <li>• Adequate facilities and technology resources in place for all operations.</li> <li>• # New business initiatives supported.</li> <li>• # New funding proposals supported.</li> <li>• Social Enterprises have current Business Plan and are operating effectively.</li> </ul>
<p><b>Finance</b></p> <ul style="list-style-type: none"> <li>• Ensure best practice operation and management of financial and accounting systems (in a timely and accurate manner).</li> <li>• Undertake financial budgeting and forecasting, cash and funds management, and regular analysis and reporting of results.</li> <li>• Ensure financial records are maintained to a standard to meet required audit standards and to assist auditor in completing annual and other specific audits.</li> <li>• Undertake financial reporting for specific funding / donor related programs.</li> <li>• Undertake financial reporting to the YCV Board.</li> <li>• Support the annual budgeting process.</li> <li>• Ensure all YCV Managers are trained and supported in budgeting and finance relevant to their role.</li> </ul>	<ul style="list-style-type: none"> <li>• Timely and accurate financial operations and financial reporting ongoing.</li> <li>• Financial reporting (Board, funding program and statutory) occurs on time, accurately, ongoing.</li> <li>• Program financial reporting (funding, donor) occurs on time, accurately, ongoing.</li> <li>• Annual budget in place.</li> <li>• # Manager training activities held.</li> </ul>
<p><b>Quality, Monitoring, Evaluation and Learning (MEL)</b></p> <ul style="list-style-type: none"> <li>• Lead Quality Management System (QMS) review, implementation and improvement processes.</li> <li>• Lead the review and update of the Monitoring, Evaluation and Learning (MEL) Plan annually to meet program and organisational needs.</li> <li>• Support the production of MEL and Narrative reports with relevant Managers.</li> </ul>	<ul style="list-style-type: none"> <li>• Annual QMS review conducted.</li> <li>• # QMS activities completed, and improvements implemented.</li> <li>• Annual MEL Plan review conducted and MEL Plan current.</li> </ul>



Role responsibility areas	Key performance indicators
<p><b>Facilities and Information Technology (IT)</b></p> <ul style="list-style-type: none"> <li>• Develop and maintain YCV Facilities Management Plan.</li> <li>• Manage YCV ICT infrastructure with relevant suppliers including server(s), hardware, software, cloud applications and staff systems access.</li> <li>• Maintain YCV’s Technology Plan for the effective provision of ICT across all YCV facilities.</li> <li>• Explore and commission new systems or upgrades as may be required for operations.</li> <li>• Ensure systems are managed as per YCV Quality Management System (QMS) requirements.</li> <li>• Ensure system security is maintained.</li> <li>• Ensure all YCV staff are trained and supported in the use of ICT relevant to their role.</li> </ul>	<ul style="list-style-type: none"> <li>• YCV’s Facilities Management Plan in place and current.</li> <li>• Adequate ICT in place on ongoing basis.</li> <li>• Minor, unavoidable ICT outages only occur.</li> <li>• YCV’s Technology Plan reviewed and current.</li> <li>• # New ICT solutions or upgrades deployed as per YCV Business Plan.</li> <li>• No ICT security breaches occur.</li> <li>• # Staff training activities held.</li> </ul>
<p><b>Human Resources (HR)</b></p> <ul style="list-style-type: none"> <li>• Develop and maintain YCV Human Resources Management Plan with relevant Managers.</li> <li>• Ensure all YCV Managers are trained and supported in HR practices relevant to their role.</li> <li>• Maintain salary remuneration structure arrangements.</li> <li>• Support staff recruitment and induction as needed.</li> <li>• Undertake monthly work planning with all direct reports.</li> <li>• Maintain annual Professional Development Plans for each direct report.</li> <li>• Monitor, support and guide direct reports to succeed in their roles.</li> <li>• Assist direct reports to support and guide their assistants to succeed in their roles.</li> <li>• Conduct performance management processes ongoing.</li> <li>• Undertake annual staff performance review with all direct reports.</li> <li>• Report on human resources, activities and management.</li> </ul>	<ul style="list-style-type: none"> <li>• YCV’s Human Resources Management Plan in place and current.</li> <li>• # Manager training activities held.</li> <li>• Salary remuneration structure current.</li> <li>• All staff roles filled.</li> <li>• Current Work Plan in place with each direct report.</li> <li>• Current Professional Development Plan in place with each direct report.</li> <li>• All direct reports understand and are supported to meet their role requirements.</li> <li>• Annual Performance Review conducted for each direct report.</li> <li>• HR activities are included in reporting as required.</li> </ul>
<p><b>Organisational development and compliance</b></p> <ul style="list-style-type: none"> <li>• Participate in organisational development activities.</li> <li>• Engage in stakeholder relationship development.</li> <li>• Maintain compliance with all YCV QMS processes, including health and safety, privacy and confidentiality, employment and other key legislated requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• # Organisational development activities completed.</li> <li>• # Stakeholder relationships achieved and maintained.</li> <li>• Compliance maintained on an ongoing basis.</li> </ul>



Languages	<ul style="list-style-type: none"> <li>• English - IELTS 6.5 equivalent.</li> <li>• Bislama - professional workplace use.</li> <li>• French – desirable.</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>• Tertiary qualification in finance, business or other relevant area.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• 5 years business and finance management.</li> <li>• MEL software and database management.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Networking, negotiation, interpersonal and communication.</li> <li>• Leadership.</li> <li>• Stakeholder engagement.</li> <li>• Analysis and problem solving.</li> <li>• Business management.</li> <li>• Financial management.</li> <li>• Time management and organisation.</li> <li>• Human Resource Management.</li> <li>• Google suite, Microsoft suite and database software.</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• A genuine interest in youth and youth betterment.</li> <li>• Team player and collaborator.</li> <li>• Good communicator.</li> <li>• Client focused.</li> <li>• Fast learner, willing to learn and develop skills.</li> <li>• Honest, respectful and personable with a positive attitude.</li> <li>• Analytical and attention to detail.</li> <li>• Tidy and orderly in digital, document and workplace habits.</li> <li>• Ability to work under pressure.</li> <li>• Professional and confident manner.</li> <li>• Initiative and tenacity.</li> <li>• Positive approach to change.</li> <li>• Strategic thinking and business awareness.</li> </ul>
Moral obligations	<ul style="list-style-type: none"> <li>• Comply with all aspects as outlined in the YCV Code of Conduct.</li> </ul>
Health and safety obligations	<ul style="list-style-type: none"> <li>• Take reasonable care of yourself and other persons that could be affected by your acts or omissions at work in accordance with the Health and Safety at Work Act; and</li> <li>• Cooperate with, comply with and perform any reasonable duties allocated by the employer.</li> </ul>
Human Rights, Gender Equality, Child Protection and Inclusion obligations	<ul style="list-style-type: none"> <li>• Promote and support Human Rights, Gender Equality, Child Protection and Inclusion in all YCV activities.</li> </ul>
Confirmation	

Job Description – Corporate Services Manager



Manger signature			
Name		Date	
Acknowledgement	I confirm that I have read, understood and accept the duties, responsibilities and obligations of my job.		
Employee signature			
Name		Date	