

POSITION DESCRIPTION

Title	State Manager (Territory Manager – NT)
Reports to	General Manager – Membership Services
Department	Membership Services
Employment type	Permanent – full time & part time (varies)
Location	State based (NSW, NT, VIC, QLD, ACT, WA, SA, TAS)

ABOUT THE INSTITUTE

The Royal Australian Institute of Architects Ltd is the peak body for the architectural profession in Australia, representing more than 11,000 members. The Institute works to improve our built environment by promoting quality, responsible and sustainable design.

POSITION PURPOSE

The State Manager is an integral part of the Membership Engagement team, responsible for performing duties associated with managing service delivery to Members in its geography and the implementation of policy and programs, utilising the State or Territory resources to achieve the Institute's strategic objectives. Its role is also to promote architects and architecture to State and Local Government, the building and construction industry as well as the broader community in its geography while developing and implementing strategies to recruit and retain members.

Its fundamental obligation is delivery of the following strategic outcomes for the institute;

- Membership of the Institute is valued
- Public policy on architecture and the built environment is substantial and effective
- Effective engagement with stakeholders
- Exemplary employer
- Exemplary governance
- Effective management

ACCOUNTABILITIES

In accordance with Institute policies, procedure and guidelines and working in association with relevant staff, the State Manager will be accountable for:

Strategic Development and Implementation

- Work with the General Manager and other relevant stakeholders to develop strategies for the State or Territory in line with the overall business strategy to drive member engagement and relevance of services provided to Institute members.

- Provide leadership and strategic direction to the State or Territory team ensuring that high levels of performance are achieved.
- Continuously review the strategic plan with the General Manager to ensure it meets organisational needs.
- Facilitate the work of the Chapter President, Council, Committees, Task Forces and Working Groups.
- Develop and manage the State or Territory work program and Operational Plan.

Membership

- Develop member recruitment and retention strategies and deliver a relevant member services program.
- Plan and deliver appropriate continuing education products and services.
- Supervise the conduct of activities and events, including the Architecture Awards program.
- Supervise the production and distribution of the Chapter magazine, newsletter and other publications.
- Administer the Senior Counsellor Service and disciplinary procedures.

Partnerships and Advocacy

- Coordinate relationships with and representations to government bodies, professional associations and industry organisations.
- Develop and maintain a close working relationship with the State-based Schools of Architecture.
- Coordinate the corporate partner and sponsor program and industry relations within the State.

Team Management

- Appoint State or Territory staff as necessary and arrange appropriate training as required.
- Effectively manage all State or Territory staff to achieve the departmental goals and foster appropriate behaviours that reflect the organisational values.
- Positively engage State or Territory staff, minimising turnover and maximising retention.
- Ensure all team members have a high level of awareness of People & Culture policy, systems and the Institute specific processes and follow them always.
- Undertake annual performance reviews with all team members.
- Manage serious disciplinary and performance issues, documenting relevant information and partnering with People & Culture to conduct performance management.

Financial Management

- Prepare budgets and manage and monitor the performance of the approved budgets.

- Ensure all financial information is submitted to the relevant stakeholders in a timely manner.

Site Management

- Manage the State or Territory premises and assets.
- Ensure the site complies with all WHS legislative requirements and liaise with the Property & Procurement Manager where appropriate.
- All facilities services are undertaken and maintained such as cleaning, security, utilities, equipment maintenance etc.
- Manage reception.

Reporting

- Provide regular activity updates to the General Manager.
- Review projects upon completion and report on areas of success and areas of improvement.
- Make recommendations based on analysis of trends and share knowledge with the General Manager and the Executive where required.

QUALIFICATIONS AND EXPERIENCE

The State Manager should have the following:

- Completion of tertiary qualifications relevant to business management, architecture or similar vocational areas.
- 6+ years' experience leading and managing a team of diverse skill sets.
- Experience working in a professional or industry association is highly desirable
- Experience in managing a satellite site
- Proven experience in advocacy and/or relationship management roles
- Proven experience in developing and implementing strategy and growing a business
- Experience developing products and programs for a large membership base

KNOWLEDGE AND SKILLS

It is preferable that this person has:

- Excellent communication skills, both written and verbal as well as excellent presentation skills
- Demonstrated commitment to quality, customer service and continuous improvement culture

- Proactive self-starter and team player
- Strong analytical and problem-solving skills
- Ability to exercise diplomacy, discretion and sound judgement in dealing with confidential matters
- Strong negotiation and influencing skills
- Excellent interpersonal and people management skills
- Strong collaborative relationship management
- Commercial and strategic acumen
- Effective decision-making skills
- Experienced user of MS Project and MS Office (Word, Excel and PowerPoint)
- Flexibility to work outside normal work hours

KEY RELATIONSHIPS

- CEO
- General Managers
- Business Unit Managers
- Governance and Legal
- Institute employees
- Chapter President and Council members
- Members
- Direct reports – State employees
- Government Officers
- Corporate Partner and Sponsor Representatives
- Professional Association Personnel
- Media and Communications Personnel

EMPLOYEE RESPONSIBILITIES

All employees are required to:

- Adhere to Institute's values and code of conduct.
- Fully understand the requirements of their role and follow procedures and work instructions as relevant to their department.
- Gain knowledge of and comply with policies, procedures and instructions pertaining to:

- Work Health Safety & Environment (WHS &E);
 - Human Resources (HR)
 - Finance and
 - Computing Security and Usage
- Understand emergency procedures, location of evacuation points and take all reasonable steps to ensure a safe environment.
 - Take reasonable care for their personal health and safety as well as that of other people who may be affected by their conduct in the workplace.
 - Participate in annual performance development and review and any relevant training as required for their position.
 - Participate in audits and corrective action as required.

All employees with management / supervisory responsibilities are required to:

- Provide adequate instruction, information, supervision and training for all direct reports to perform their work in a safe manner.