

Position Description

Position Title	Manager Commercial Services
Portfolio	Member Services
Reports To	Executive Director Member Services
Employment Type	Full-time
Location	West Leederville

Team Overview

Commercial Services is part of the Member Services portfolio and is responsible for managing specific commercial contracts and initiatives such as LGIS and other commercial initiatives such as the WALGA Tax Service.

Position Purpose

LGIS is a discretionary mutual scheme that provides WALGA members with an alternative mechanism to mitigate their risks and minimise costs as an industry-based alternative to traditional insurance. LGIS is governed by a Trust Deed and Corporate Governance Charter, with WALGA as the Trustee of the Scheme.

The Manager Commercial Services is primarily responsible for overseeing the LGIS Management Agreement and related contractual and governance obligations. The position also manages a number of contracts with external consultants in relation to LGIS.

In addition to LGIS duties, the Manager Commercial Services also oversees the delivery of other current and emerging commercial activities within the Member Services portfolio.

Key Accountabilities

Contract Management and Service Delivery	<ul style="list-style-type: none"> • Effective oversight and contract management of the LGIS Management Agreement. • Undertake contractual and governance obligations on behalf of WALGA as the LGIS Trustee. • Reporting to WALGA State Council and LGIS Board • Responsible for coordinating LGIS Board fee payments, selection processes and inductions. • Responsible for the procurement and contract management of external consultants for LGIS related functions. • Management and delivery of other commercial activities such as the Electric Vehicle Charging Project, WALGA Tax Service, and other projects and funding initiatives as they arise.
---	--



Strategy and Organisational Development	<ul style="list-style-type: none"> Proactively contribute to setting the strategy, business plans, budgets and operations pertaining to WALGA's role as the Trustee of LGIS. Develop business plans for new commercial initiatives which align to the WALGA Strategic Plan and Member Services Business Plan. Critically analyse current initiatives and provide advice and recommendations for continual improvement.
Stakeholder Management	<ul style="list-style-type: none"> Establish and maintain strong relationships with key LGIS stakeholders to ensure their ongoing support and commitment to the scheme Develop and maintain relationship with other stakeholders in relation to other commercial initiatives.
Team Leadership	<ul style="list-style-type: none"> Demonstrate a consistent and visible commitment to WALGA's values and lead the team by fostering a culture of collaboration, accountability, innovation, continuous improvement, and agility. Build and lead a high performing team with the required capabilities, providing guidance and coaching, translating business plan objectives into actionable initiatives, setting clear goals and performance metrics. Management of budget. Embed accountability into all business processes and decisions. Collaborate with other teams in WALGA to promote and achieve organisational cohesion as it relates to Community initiatives.

Key Relationships

Who	Why
Internal	
Executive Director	<ul style="list-style-type: none"> Escalate issues, make suggestions and provide updates. Provide advice and contribute to decision-making. Identify emerging issues/risks and their implications and propose solutions. Report on progress towards business objectives and discuss future directions.
Direct Reports	<ul style="list-style-type: none"> Lead discussions and decisions regarding key projects and deliverables. Lead, direct, manage and support performance using the PACE program and Capability Framework. Provide guidance and coaching, translating team objectives into actionable initiatives.



Team	<ul style="list-style-type: none"> Promote a collaborative and inclusive work culture and balance the success of the organisation with individual and team goals. Actively seek out opportunities to contribute to the broader organisation, supporting the accomplishments of fellow colleagues. Foster a sense of unity and cooperation to achieve shared goals.
Stakeholders	<ul style="list-style-type: none"> Develop relationships within different WALGA business areas. Manage expectations and resolve issues. Communicate needs and facilitate routine business transactions. Monitor, direct and address enquiries.
External	
Stakeholders	<ul style="list-style-type: none"> Develop strong relationships with a variety of external stakeholders. Manage expectations and resolve issues. Communicate needs and facilitate routine business transactions. Monitor, direct and address enquiries.
Supplier/Service Providers and Consultants	<ul style="list-style-type: none"> Manage expectations and resolve issues. Communicate needs and facilitate routine business transactions. Monitor, direct and address enquiries.

Key Competencies

Knowledge and Experience	<ul style="list-style-type: none"> Demonstrated ability to effectively manage contracts and contractual relationships. Proven ability to build strong and outcome-focused stakeholder relationships and provide high-quality and professional customer service. Proven ability to problem-solve, think critically and strategically. Experience in leading and managing a team. Project management experience. Demonstrated experience in budget and finance management. Understanding of insurance and/or mutual services (desirable). Experience in managing actuarial, external and/or internal audit services contracts (desirable). Understanding of Board management and governance (desirable).
--------------------------	---



Skills	<ul style="list-style-type: none">• Demonstrated effective interpersonal skills for establishing productive working relationships and partnerships.• High-level oral and written communication skills, with the ability to prepare different outputs and reports of a strategic or technical nature, and to make presentations to a wide range of internal and external audiences.• Highly developed organisational skills with the ability to manage multiple issues and produce high quality work under pressure.• A strong team leader who is proactive in generating team engagement and increasing collaboration within the team and with other teams.
Behaviours	<ul style="list-style-type: none">• Willingness to attend meetings and events where intrastate and overnight travel is required along with some out of business hours work.• Lead by example, demonstrating exceptional accountability in all endeavours.• Mentor and guide others in developing their future thinking capabilities and actively foster a collaborative team culture, encouraging trust, cooperation, and accountability.• Lead and design the implementation of processes and structures to support collaboration within the organisation,• Provide expert advice, delivering insights and perspectives.• Drive initiatives that enhance collaboration and strategic partnership outcomes and demonstrate expertise in managing relationships at a strategic level.• Speak with expert authority, effectively influencing stakeholders and shaping outcomes.• Champion a culture of continuous improvement and foster innovation in service delivery.• Promote a culture of safety and ensure WALGA's WHS policies, procedures, and programs are effectively implemented and adhered to.• Identify, assess, and manage WHS risks within work area, ensuring appropriate risk mitigation strategies are in place.• Identify and manage psychosocial risk factors through effective interventions.• Foster a culture of openness and support regarding mental health and well-being, encouraging employees to seek help when needed
Values	Ability to demonstrate and apply WALGA's values. <ul style="list-style-type: none">• Respect: We treat everyone with honesty, integrity, and respect.• Excellence: We are a professional organisation, delivering positive impact for members and community.• Accountable: We take responsibility and work openly and transparently to earn the trust of our stakeholders.• Collaborative: We leverage strong relationships and partnerships.



WALGA

	<ul style="list-style-type: none">• Innovative: We constantly strive to improve, innovate, and adapt.
--	--