

General Manager Position Description (Sydney) Updated September 2019

Position:	General Manager (Sydney)
Organisation:	Hub Australia Pty Ltd
Reports into:	Hub Australia, Chief Operations Officer
Start date:	October 2019
Probationary period:	6 months from original start date
Location:	Sydney - All locations
Employment type:	Permanent full-time
Ordinary hours of work:	You are expected to be contactable between 09:00 and 17:00. In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering.
Salary:	To be discussed at interview stages.
Phone allowance:	\$100.00 per month
Leave entitlements:	As per leave policy.

Who we are:

Hub Australia is a coworking community for growing businesses. We provide premium workspaces, business networks, and member services to a diverse range of organisations. We have over 2500 members ranging from entrepreneurs, startups and NFP's, to larger corporate, government, and educational organisations across Melbourne, Sydney, Adelaide and Brisbane.

As a Hub Australia team member, you'll be part of a tight-knit group in an environment where no two days are the same. Live something bigger by working for a growing organisation and certified B Corp that offers training and career development opportunities, all while working in the most beautiful coworking spaces in Australia.

As we continue to build the best place to create, share, and work with others, there's a perfect spot for you to grow with us.

The purpose of the role:

The purpose of this role is to ensure the smooth operations across our member Clubhouses based in Sydney. Reporting to the COO, you will motivate, inspire and lead your teams to continually exceed business objectives, financial targets and member deliverables across both Clubhouses.

The General Manager is a business development dynamo, has exceptional interpersonal skills, and is an excellent communicator. In their role, they take the lead on ensuring retention targets are met, and are responsible and accountable for EBITDA targets. You will bring experience managing high performing teams and you are responsible for ensuring that our staff and member experiences are second to none.

As a member of the Leadership Team you will partner and collaborate with cross-functional leaders across the business to identify gaps, gain insight into prevalent issues and reveal opportunities for the business. You will work closely with the national team to develop system improvements and optimisation.

The General Manager leads their team to live our values, realise our brand promises and develop and nurture staff for individual and team success.

Areas of responsibility:

Financial Management and Profitability

- Take responsibility of the P&L and ensure achievement of EBITDA.
- Have a sound understanding of expense management and look at ways to improve expenditure.
- Provide visibility regarding overall financial health of the company over monthly, quarterly and annual cycles.
- Ensure that financial metrics for their team are easily accessible and measured.
- Coordinate preparation of budgets and regular variance statements.

Sales and Marketing

- Manage and lead the Membership Sales team to secure new business, increase retention and reduce churn
- Complete quarterly competitor analysis and annual pricing recommendations

- Pay attention to Hub Australia's position in the growing Coworking market and adapt strategies to the shifting landscape when appropriate.
- Maintain and develop strong relationships with our broker network
- Work alongside Marketing team to ensure effective marketing and sales strategies for Hub locally and nationally.
- Work with the Product team to develop new services and revenue streams that can be implemented locally and scaled nationally.

Cultivate a Great Work Environment and Team Management

- Nurture a thriving team culture by living and breathing our values: Collaboration, Accountability, Adaptability, Resourceful, Beyond Profit.
- Support learning and training for team members to encourage employee development and growth.
- Ensure that team members have accurate and timely KPIs/metrics.
- Facilitate open and ongoing conversations amongst the team around feedback and improving our personal and collective performance.
- Conduct quarterly coaching sessions with all direct reports.
- Work with the Human Resources team to hire and onboard new staff.
- Support the company in its ongoing B-Corp certification.

Member Experience

- Ensure an outstanding level of engagement is maintained between Hub, the Clubhouse staff and each and every member.
- Work closely with the Clubhouse Managers to provide an overview of member feedback at all times, and ensure their collective voice is heard and responded to.
- Work collaboratively with the Member Experience team to ensure a cohesive experience is delivered at each Clubhouse, including member events.
- Constantly look at ways to improve the Clubhouse experience following member feedback.

Property

- Work closely with the Property team in ensuring that our Clubhouses (current and future locations) are delivered to our high-quality design standards.
- For future sites, the General Manager is heavily involved in attending various design workshops, PCG meetings, defect walk-throughs etc.
- Provide recommendations for CAPEX upgrades.

Systems Improvement and Optimisation

- Develop and improve systems and procedures that allow the business to scale whilst improving the member and staff experience.
- Ongoing improvement of policy and procedures to improve company effectiveness and reduce areas of risk and inefficiency.

Outcomes that we measure you by (KPI's):

- Revenue
- EBITDA (Sydney & Full Company)
- Hub Happiness Index (otherwise known as a Net Promoter Score)
- Great Place to Work Survey

Skills/Attributes that are essential for this role

- Minimum of 7 years experience in managing a high performing team.
- Ability to lead and motivate multi-disciplinary teams.
- Strong stakeholder management, interpersonal, networking and negotiation skills.
- Ability to establish and build strategic relationships and to influence, engage and work in partnership with senior leaders and cross functional teams.
- Experience in P&L ownership and have an acumen in business models, budgeting and other financials.
- Previous experience at managerial level in a coworking or shared office provider highly regarded.
- Proven work experience in a competitive sales environment.

What you'll be rewarded with:

- Be a key member of an energetic, dynamic and fun national team.
- The satisfaction and challenge of enabling an inspiring and diverse network of over 3000 members nationally and connecting them globally.
- Being part of a B-Corp certified company with a vision and plan to make a difference.
- Two paid days per year on company time to undertake volunteering plus a day within your Birthday month.
- Phone allowance and use of a MacBook.
- Personalised training and development program.

To apply, please send a copy of your resume and cover letter to hello@hubaustralia.com with **Sydney General Manager** in the headline. We look forward to hearing from you.