

General Manager RISE Pty Ltd

POSITION DESCRIPTION	
JOB TITLE	General Manager of RISE Pty Ltd
LOCATION	Offices of Harness Racing Australia, Flemington, Victoria
REPORTS TO	Chairman of the Board of Directors of RISE
DIRECT REPORTS	8 staff plus consultants
PURPOSE OF ROLE	<ul style="list-style-type: none"> ▪ To lead the RISE organisation to provide technology services to the Harness Racing Industry in Australia. ▪ To take the direction set by the Board of Directors and implement it within the business framework of RISE. ▪ To plan and manage the financial and human resources of RISE to create a sustainable business. ▪ To manage and develop a set of software assets to preserve their relevance and enhance their capability, consistent with their purpose for the Harness Racing Industry. ▪ Define the technologies used to support the services provided to the Harness Racing Industry. ▪ Participate in various committees and governance panels related to the use of technology within the Harness Racing Industry. ▪ Grow the revenue streams of RISE through enhancements and new and innovative initiatives in the services provided.
ACCOUNTABILITIES	
LEADERSHIP	<ul style="list-style-type: none"> ▪ Comfortably move between highly varying levels of abstraction from business strategy, operations, product development and marketing. ▪ Actively communicate, in commercial terms, the value of RISE to its key stakeholders in the Harness Racing Industry ▪ Lead, manage and motivate a small team of professionals in the various functions within RISE. ▪ Set the future technology strategy of RISE in both operational and R&D areas. ▪ Lead a team to effectively deliver the outcomes as set out below
EXTERNAL RELATIONSHIPS	<ul style="list-style-type: none"> ▪ Stay abreast of developments in the Information Technology area. ▪ Stay abreast of technology developments in the Harness Racing Industry. ▪ Ability to evaluate partner opportunities to achieve joint goals

CUSTOMER FOCUS	<ul style="list-style-type: none"> ▪ Proactive management of the relationship with the State Controlling Bodies commensurate with a professional services organisation. ▪ Regular and constructive engagements with the State Controlling Bodies to promote the service offered by RISE. ▪ Share with all State Controlling Bodies information to determine where planned technology investments can benefit the Harness Racing Industry. ▪ Direct and honest approach to customer issues, to diffuse the problem and provide confidence in the ability of RISE to address them. ▪ Focus on opportunities to provide expanded value to customers hence growing the RISE revenue stream.
BUSINESS STRATEGY & OPERATIONS	<ul style="list-style-type: none"> ▪ Demonstrate a sound understanding of the Harness Racing Industry strategy and value chains ▪ Demonstrate a sound understanding of the challenges and priorities of each State Controlling Body and how these fit into the overall RISE strategy. ▪ Capture the technology requirements of the Harness Racing Industry into an enterprise-wide IT model and roadmap. ▪ Demonstrate seasoned judgment by recommending solutions that deliver business needs whilst recognising constraints and technological realities. ▪ Demonstrate knowledge of the key business processes that support RISE Operations. ▪ Actively manage all key contracts in place with RISE clients. ▪ Actively manage all key contracts with RISE service providers and vendors.
FINANCIAL MANAGEMENT	<ul style="list-style-type: none"> ▪ Preparation of well considered and accurate budget plans for income and expenditure for RISE. ▪ Actively manage budgets and expenditure to achieve the financial objectives agreed by the Board of Directors. ▪ Actively manage risk with appropriate escalation of significant areas to the Board of Directors.
DIMENSIONS	
QUALIFICATIONS	<ul style="list-style-type: none"> ▪ Relevant technology and business qualification. ▪ Demonstrated knowledge and capability gained through existing job roles.
EXPERIENCE, SKILLS AND ABILITIES	<p>Minimum 5 years senior management experience in a vendor environment providing outsourced services.</p> <ul style="list-style-type: none"> ▪ Demonstrated leadership capabilities ▪ Excellent written and oral communication skills ▪ Effective negotiation and influencing skills

	<ul style="list-style-type: none"> ▪ Commercial pragmatic focus on multiple technology platforms ▪ Complex and highly-interfaced application and infrastructure architectures using both point-to-point interfaces and middleware ▪ Internet, intranet and extranet systems ▪ Moderate to strong awareness of the capabilities of Internet commercial advertising and revenue streams. ▪ High-volume low-value transaction processing systems ▪ Large-scale common application systems used by multiple business functions with conflicting requirements and priorities
KEY WORKING RELATIONSHIPS	<ul style="list-style-type: none"> ▪ The Board of Directors of RISE ▪ Leadership Team of Harness Racing Australia (HRA) ▪ Leadership of the State Controlling Bodies ▪ IT vendors and service providers
ASSESSMENT COMPETENCIES	
INNOVATION	<p>Ability to develop innovative solutions to problems and to quickly formulate opinions and compare and decide between options using sound commercial sense.</p> <p>It is marked by an individual's ability to organise and direct business tasks and the willingness to assume managed risk for the sake of profit or achievement. It is thinking in future-oriented terms and anticipating and considering external forces while developing long-term plans to leverage resources.</p> <p>Persuading or influencing others in a convincing manner and sticking with a decision when challenged. It is the ability to work well with a diverse or multi-disciplinary team to achieve a common goal while dealing confidently with ambiguity and coping effectively with change.</p> <p>Refusing to give up when faced with opposition or difficulty.</p>
ABILITY TO EXECUTE	<p>Execute embodies an individual's commitment to quality and the customer. It is developing and maintaining relationships in order to make things happen to attain goals.</p> <p>It is the ability to translate vision into actionable steps by clearly communicating expectations and being systematic and thorough in measuring outcomes and performance.</p> <p>Ability to creatively solve problems where obstacles must be overcome or where limited resources are available.</p>
DRIVE	<p>Drive is an individual's motivation and passion to achieve business success. It is about building trust, setting and maintaining high standards and being understanding of individual feelings and needs. It is seeking to encourage others participation, demonstrating a strong bias for action whilst recognising and celebrating success.</p>