**General Manager Role Overview**

**Job summary**

The role of the General Manager is to overview the day to day running of the business, be the main contact person for escalating issues and to make decisions in line with the long-term vision and objectives of the business.

**Duties**

* Management and consulting of key staff including Head Therapist, Virtual Support Assistant, Marketing Consultant/s and other Freelancers
* Regular review, update and evaluation of contracted services and subscriptions
* Business development duties including attending key business meetings, customer relations and community promotion, key referrers contact, case reviews, business cold canvassing and relationship building
* Enhancing processes and procedures in the day to day running of the business
* Identifying business needs including staffing, financials and growth opportunities
* Regular review of financial outcomes and business growth
* Accounting, bookkeeping, bill payment and pay processing
* Organising Staffing Contracts and Business Service Agreement
* Submitting Tenders and Open Contracts for potential servicing opportunities

**General Information about the role**

Our General Manager is hired on a part-time/full-time basis and as such are qualified in their field with a wealth of previous experience in this role and similar industry.

The General Manager is aware of the unique outdoor aspect of our service and knows how to guide its growth with its values, goals and purpose in mind.