

## Practice Manager - Position Description

### Section 1 – Advertisement Summary

---

**We're looking for someone who is organised, smart, a creative thinker and curious.**

You'll probably have 5+ years working experience.

We are looking for a Practice Manager... and that could be you!

The ZALT Group is a growing consultancy that supports individuals & organisations who want to restore and strengthen workplace relationships. We are looking for a Practice Manager to work closely with us to strengthen and contribute to ongoing success. We love what we do. We help businesses and organisation deal with Workplace Conflict. Our clients are mix of service and blue collar industries and include medium and small businesses, all tiers of government, health care providers and NFPs. We are a married couple who try to balance our work with the 'fun' of raising our 3 kids.

Could you be just who we need? Do you pride yourself on:

- Taking ideas and making them a reality by seeing them through to the end (and at times keeping us accountable!)
- Managing multiple projects and initiatives as well as organising events
- Working with people who love what they do
- Being organised and putting order into admin activities, projects and communications
- Giving your opinion to improve the value of what we offer our clients
- Being passionate! Which includes caring about the detail and getting it 'right'

You may want to know more about this role including reading the Position Description before you apply. Please feel free to contact us:

**Zandy**  
0417 336 806  
zandy.fell@thezaltgroup.com.au

**Tony**  
0412 368 823  
tony.fell@thezaltgroup.com.au

And before you apply, a little tip... Creativity is one of the selection criteria, so keep that in mind. Your application doesn't have to be long, nor even traditional. It does have to be relevant and create enough interest for us to want to talk with you!

Know someone whose name should be on this job? Please pass it on to them.

**CLOSING DATE for applications - 3pm, FRIDAY, 25 November 2016**

## Section 2 – Role Overview

### 1. General details

<b>Role title</b>	Practice Manager
<b>Location</b>	Melbourne, Australia Working from your own home office and from The ZALT Group's Office in Caulfield
<b>Position reports to</b>	Tony Fell – Director Zandy Fell – Director
<b>Advertised Date</b>	November 2016
<b>Hours</b>	Flexible part time role approximately 16-20 hours a week

### 2. Role overview

<b>Primary purpose</b>	<p>You are someone who is organised, smart, a creative thinker and curious.</p> <p>The primary purpose of this role is to provide support and coordination for projects, marketing, client initiatives and administration for The ZALT Group. This will help to organise us and make us more efficient in how we deliver and what we develop.</p> <p>Put simply, this means working closely with Zandy and Tony taking care of the background activity and helping us to deliver on our ideas. We need to focus on the Thinking, Selling and Delivering.</p>
------------------------	--

### 3. Things you should know about this role

This role will commence in February 2017.

You have to be interested in what we do – because we'll talk to you about it and if you aren't you'll be bored silly. Also, it's in understanding our approach and the detail of what we do, that will allow you to improve what we do, and that is where you'll truly add value.

You really can have had a diverse background to fit this role. You'll probably have 5+ years working experience. Perhaps you have a customer service background, secretarial, executive assistant, business development, business coaching, human resources, legal, project management, marketing, administration, teaching, training .....

We are offering "flexibility". This means most of the time you can work when it suits you and you can juggle life commitments, e.g. kids, a love for boxing classes at mid-day, elderly parent support etc. However there are other times when we might need you all day or out of hours (e.g. the day of

an event) but this will all be planned out well in advance. We will also have a weekly face to face meeting in Caulfield – there is flexibility in when this occurs.

Given that you will do the bulk of your work from your office you will need an appropriate work environment set up.

In addition to remuneration we have these benefits for you:

- Professional learning and development
- As much responsibility as you want
- Flexible working conditions
- Interesting work with fascinating and varied clients
- Did we mention that you'll have great bosses!

#### 4. Key working relationships

Internal stakeholder	Interdependencies
Director/s	Work to meet targets, support operational logistics and administration and ensure delivery of all projects & workshops.
Virtual Assistant	Ensure all activity is complete to appropriate standard and timeframe
External stakeholder	Interdependencies
Clients & potential clients	Liaison on appointments, marketing materials, and program materials and delivery
Project Partners	Coordination of joint projects
Outsourced providers as required	Eg. Fiverr

Section 3 – Role Accountabilities

5. Key role accountabilities

Domain	Accountability / activity	Indicative KPIs
Support	<ul style="list-style-type: none"> <li>Free up Tony and Zany’s time and make the practice work more effectively</li> <li>This may include client meeting management, preparation of briefs or proposals, preparation of conflict resolution process documentation for participants, formatting presentation materials</li> <li>Help Zandy and Tony develop and deliver on a range of projects from content development, to developing client relationships, to building our professional networks to... who knows what... we love a good idea!</li> <li>Research for white papers and the like</li> </ul>	TBA
Marketing and PR	<ul style="list-style-type: none"> <li>Work with Zandy &amp; Tony to develop and implement marketing strategies</li> <li>Manage social media and email client communications (e.g. blog, LinkedIn etc)</li> <li>Maintain client relationship software</li> <li>Proof read and provide feedback on posts and brochure content</li> <li>Ensure content on website is up to date and aligned</li> <li>Assist with identifying topical areas and events for media commentary</li> <li>Research networking and forum opportunities (e.g. HR Director forums lists, academic guest lecturing, International conferences on relevant topics)</li> </ul>	TBA
Event management	<ul style="list-style-type: none"> <li>Coordination and management of networking promotional events and workshops (between 10 and 40 participants). This may include managing registration, liaising with providers such as graphic designers, caterers, venue hire, event promotion, registrations, room setup, etc. Also includes liaising with attendees or participants as needed</li> <li>Input (e.g. feedback and ideas) into programs delivered by Zandy &amp; Tony where possible</li> </ul>	TBA

Personal & Family Admin Support	<ul style="list-style-type: none"> <li>As identified support personal and family needs (e.g. payment of registrations, arrange appointments etc)</li> </ul>	TBA
---------------------------------	---	-----

## Section 4 – Person Requirements

### 6. Personal requirements

Personal attributes	Description	Level of importance (H/M/L)
Values strong and healthy working relationships	It's what the ZALT Group does and we want to live it! Strong, open and healthy relationships with open and honest conversations, giving and receiving feedback, taking care of people.	High
Responsible, proactive, self-motivated, uses initiative, results-oriented	Seeing things through to the end Ability to take our ideas and make them a reality We love ideas and have them, however we really need support in getting them up and running. That's why we want you! A willingness to ask when unsure is critical.	High
Strong organisational skills with attention to detail	Efficiency and an ability to balance competing demands. Ability to handle multiple tasks and keep <u>us</u> accountable. Attention to detail, neatness, a preference for order is important for the role.	High
Discretion and confidentiality	High level of professional judgement Deal with confidential personal information sensitively as well as sensitive and commercial in confidence client business information.	High
Creative	Think broadly, be resourceful, and innovate. We love ideas!!!	Mod
Love learning new skills and change	The ZALT Group will continue to grow and change and new demands & skills are likely necessary. You will need to be open to learning new skills as well as new ways of doing things. Ideally you'll be interested in continuously improving how you carry out this role and how things can be done generally. Be excited to come on the adventure with us!	Mod

**7. Technical skills, knowledge, experience and qualifications required for the role**

Technical skills, knowledge, experience, qualifications	Description	Level of importance (H/M/L)
Project management experience	Managing projects/initiatives through to implementation and maintenance	VERY High
Marketing	Understanding of Corporate landscape Experience working with consultants or training providers highly desirable	High
Administration experience	Experience in office management, administration or project management. Experience working virtually highly desirable.	High
Excellent verbal and interpersonal communication skills	Highly developed interpersonal, written and verbal skills are essential.	High
Strong computer skills, MS Office and other IT applications	High level ability to use of Word, Excel, PowerPoint and Microsoft Outlook, CRM Experience with MailChimp required. Other email marketing systems acceptable. Confident using the internet for research purposes and technology in general	High

**Section 5 – Application Process**

You may want to know more about this role including reading the Position Description before you apply. Please feel free to contact us:

Zandy  
0417336806  
Zandy.fell@thezaltgroup.com.au

Tony  
0412368823  
tony.fell@thezaltgroup.com.au

And before you apply, a little tip... Creativity is one of the selection criteria, so keep that in mind. Your application doesn't have to be long, nor even traditional. It does have to be relevant and create enough interest for us to want to talk with you!