

General Manager PD

NCS provides impactful project management solutions that strengthen communities and empower progress.

Since 2010, we've been a dedicated and trusted partner in the construction industry, delivering projects across a variety of sectors including Health, Mental Health, Aged Care & Retirement Living, Education, Childcare, Commercial and more.

We believe every project is an opportunity to leave a lasting imprint and our multidisciplined team thrive on helping our clients navigate complexity, mitigate risks and deliver results.

We're growing fast, and our big ideas need sharper execution. We're looking for a part-time General Manager or Operations Leader to help us stay focused, aligned, and on track. Someone who can drive priorities, keep the team accountable, and turn plans into progress—without getting lost in the day-to-day. It's about bringing structure, clarity, and momentum to everything we do.

You'll find the full role details below, and we'd love to hear from you with any questions before applying.

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| Core focus: | We elevate project outcomes through an empathetic, dynamic and integrated approach and by unifying all stakeholders to deliver impactful outcomes |
| Core values: | <ul style="list-style-type: none"> ○ Empathy: We understand our clients deeply, tailoring our approach to foster trust and comfort. We're committed to creating positive experiences and believe in the power of our actions to drive significant stakeholder impact. ○ Unifying: We know that our tight, diverse and hands-on team is a real asset for our clients, and we go to great lengths to build unity and harmony in our stakeholders and project teams because we know that is foundational to delivering successful client outcomes. ○ Ingenuity: We see every challenge as an opportunity for innovation. Our forward-thinking and optimistic mindset inspires those around us to approach obstacles with confidence. We embrace creativity and problem-solving to turn setbacks into breakthroughs. ○ Accountable: Accountability is at the core of everything we do. We champion transparency, reliability, and timely delivery, holding ourselves and our partners to the highest standards. Our proactive, solution-driven culture ensures that we take full ownership of challenges, addressing them swiftly and effectively to achieve the best possible outcome. |
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| Job title: | General Manager |
| Duration of position: | Part time / Contract |
| Regular hours of work: | 3 days per week (or up to 24 hours per week) |
| Salary range: | To be discussed |
| Location: | Office location: 12 Harvey Street, Richmond VIC 3121 – role is 100% in the office. |
| Department / Division: | Executive Leadership Team |

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| Reporting to: | Founder and Managing Director |
| Responsible for leading and managing the following positions: | Heads of Departments/Leadership Team |
| Accountabilities: | <ul style="list-style-type: none"> • Lead, manage and hold accountable the leadership team of the business • Profit and loss of business • Business plan execution • Management of business wide projects • Removes obstacles and barriers to success • Driving business growth |
| Measurables in place and accountable for: | <ul style="list-style-type: none"> • Business Profit • Employee Net Promoter Score • EOS Business Health Check Score |
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| Duties: <ol style="list-style-type: none"> 1. Meet and develop a positive relationship with the Visionary of the business to identify, discuss, solve issues and verify alignment with the business focus, with consideration of short and long-term planning. Including alignment on strategic direction, business priorities, and long-term growth objectives. 2. Translate the company's strategic vision into actionable operational plans, ensuring the successful execution of business goals, KPIs, and initiatives across departments. 3. Monitor key business metrics and performance dashboards to identify trends, surface issues early, and implement proactive solutions that drive organisational effectiveness. 4. Ensure operational excellence and adherence to company policies, procedures, and regulatory standards across all functions of the business. 5. Lead, manage, and hold department heads and senior leaders accountable for delivering results, fostering a high-performance culture aligned with company values. 6. Drive cross-functional alignment and operational integration across departments to ensure cohesive execution and efficient resource utilisation. 7. Tackle operational and strategic challenges with a practical, results-oriented approach—addressing issues quickly and constructively while encouraging open communication and accountability. 8. Champion the company's mission, vision, and values throughout the organisation, ensuring that culture and behaviour align with strategic objectives. 9. Facilitate and lead regular leadership meetings, quarterly reviews, and strategic planning sessions to ensure alignment and progress toward business goals. | |

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| Skills and qualifications: | <ul style="list-style-type: none"> • Education: A bachelor's degree in business administration or a related field is typically required; an MBA is preferred. • Experience: Proven experience in a leadership role, with a track record of managing business operations effectively. An experienced leader with a growth mindset who has strong capability in scaling small to medium sized businesses. • Leadership Skills: Strong leadership and management skills to oversee employees and make high-level decisions. • Analytical Skills: Excellent analytical and problem-solving abilities to identify issues and implement solutions. • Communication Skills: Strong communication and interpersonal skills to interact with stakeholders, clients, and team members effectively. • EOS ("Entrepreneurial Operating System"): An understanding of EOS is preferred but not essential. |
| Travel requirements for position: | n/a |
| Date of position description: | June 2025 |