

# Careers at GMCT: More than just a job

Join our diverse team dedicated to serving Melbourne's communities with integrity, respect, compassion and sustainability.



## Manager Operational Excellence

- Do you have a passion for customers and an ability to influence the pursuit of high-quality customer service delivery?
- Are you able to think strategically whilst working operationally to achieve targets and objectives?
- Can you communicate clearly, engage with teams, and develop strong partners?

We are looking for the right candidate to join our operations journey in the delivery of high quality, excellent and sustainable service across GMCT. It is an exciting time to join the team with many initiatives and projects currently on the agenda, so we are looking for someone to build on what we already have.

Success in this exciting role will come via a determined mindset and a leadership style that bespeaks the confidence gained in a very similar role.

### ABOUT THE ROLE:

You will report directly to the director operations and play a key strategic leadership role.

Specifically you will be responsible for:

- providing strategic support and technical expertise on presentation excellence to our sites and ensuring consistency at all GMCT sites.
- providing a high standard of presentation at all key client-facing locations across all regions, including reception areas, chapels, viewing rooms, public mausoleums, key horticultural locations and main entrances.
- managing key operational contracts that impact on the presentation of all GMCT sites.

The manager operational excellence is based in GMCT's north region but will require regular travel to other GMCT sites.

### TO APPLY:

Applications must address the key selection criteria and be submitted to [jobs@gmct.com.au](mailto:jobs@gmct.com.au).

Closing date:

**4pm Friday, 17 March 2017**

*This position requires the successful candidate to undergo a pre-employment medical and police check and values testing.*

People of Aboriginal and Torres Strait Island descent are encouraged to apply.

GMCT is an Equal Opportunity Employer.

GMCT is a Supportive Employer of Australian Defence Force Reservists.



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### ABOUT YOU:

You will be:

- an experienced manager with proven experience and success in operational management with relevant tertiary qualifications
- a high energy person who has strong leadership skills evidenced in well-developed problem solving, analytical and conceptual skills
- committed to providing excellent customer experiences with a desire to make a major contribution to the development of GMCT
- an excellent communicator with excellent written and verbal skills and be able to communicate complex ideas in simple terms
- a person who thrives on a challenge and has a passion for achieving high quality outcomes
- driven by a can-do attitude and a professional approach. You will be a highly focused individual with integrity.

### ABOUT GMCT

The Greater Metropolitan Cemeteries Trust (GMCT) is custodian of 21 cemetery and memorial parks located within the northern, eastern and western suburbs of metropolitan Melbourne.

Established in 2010 by the Victorian Government following major reforms to Victoria's cemeteries sector, GMCT provides a broad range of cemetery and crematoria services to Melbourne's diverse communities. GMCT is committed to providing cremation, burial and memorialisation services of the highest quality, delivered in a way that shows care for people and sensitivity to their values and beliefs.