

# Position Description General Manager

Careers@GNL



## General Manager | Specialist Criminal Law and Employment Law Firm

Gilshenan & Luton is one of the most respected, and best known criminal law and workplace law firms in Queensland.

Our dedicated professionals are focused on providing specialist expert services in criminal law and employment law, leaving other forms of law to other firms. We regularly appear in the Supreme, District, and Magistrates Courts, as well as the Fair Work Commission and in various tribunals, inquests and inquiries around the country. We both defend and prosecute criminal cases.

### About the role

As the General Manager of Gilshenan & Luton, you will serve as the primary leader of the firm's day-to-day operations, working closely with the Directors of the firm, together with our established management team (including experienced finance and HR managers). You will take responsibility for the development, implementation and monitoring of strategic and business planning, lead the operational areas of the practice, and evaluate and advise the Directors on the firm's performance.

Critical to this role will be the ability to develop effective internal relationships with Directors and key staff and ensuring alignment with the firm's objectives and culture. Your role involves advising the Directors on critical issues and information with a solutions-based focus, and ensuring the firm's compliance with relevant legislative and regulatory frameworks, whilst always seeking to optimise the firm's efficiency and effectiveness.

### As General Manager your key responsibilities will include:

Working with the Directors to develop and oversee the firm's strategic planning efforts on a regular basis, including the development and maintenance of business key performance indicators (KPIs) tracking metrics from both financial and other operational metrics to monitor performance and identify areas for improvement.

- Working with our Finance Manager to oversee all financial operations, including budgeting, forecasting, cash flow management, and financial reporting, including the development of financial insights that lead to proposed strategies to the Directors to optimise profitability and the firm's financial performance.
- Working with our HR Manager to oversee the firm's people and culture function, fostering a collaborative and inclusive work environment across all teams (lawyers, support and administrative staff, human resources, and finance).
- Maintaining and reinforcing a culture of continuous improvement and professional development, whilst overseeing broader HR strategies and initiatives, including a proactive recruitment strategy aligned to the firm's strategic objectives.

- Manage and oversee the ICT infrastructure and critical software to ensure smooth operation of all systems, whilst also partnering with ICT service providers to ensure optimal service delivery and cost-effectiveness.
- Ensure compliance with federal and state legislation and regulatory requirements including the Queensland Law Society obligations, Trust Accounting procedures, ATO compliance, privacy and data security, workplace health and safety, and other relevant regulations.
- Oversee the firm's operational and administrative functions, including insurance renewals, and key service provider relationships, such as building management, software vendors, and others.
- Lead the firm's business development activities by collaborating with Directors to identify and pursue growth opportunities, strengthening the firm's market position (including working with digital marketing and other service providers on brand presence, individual professional profiles and referral strategies)
- Champion and drive change management initiatives to optimise operational effectiveness, reduce costs, and enhance the firm's profitability.
- Be an active, visible leader who fosters a positive, high-performance workplace culture; model and reinforce the firm's values, but also be willing to handle practical tasks when needed, ensuring the firm runs efficiently.

### **About you...**

To be considered for the role, you will need to have:

- Minimum 7 years of managerial experience in a commercial environment, ideally within Professional Services.
- An interest in criminal law and workplace law.
- Proficiency in strategic planning methodologies, budgeting, and financial management practices, HR practices, and ICT systems.
- Extensive experience managing financial processes within a professional services environment e.g., preparation of monthly reports etc.
- A proactive and analytical problem-solving approach, with the ability to influence timely decisions.
- The willingness to lead by example, no task being too big or too small for you to ensure our firm is operating at full capacity.
- A solutions-based approach that thoroughly investigates options for problem resolution, prior to offering Directors sound recommendations.
- High business acumen, strategic thinking, and effective facilitation skills. Strong leadership abilities focused on empowerment, communication, and stakeholder engagement.
- Exceptional time management skills, adept at prioritising tasks in high-pressure environments.
- Excellent written and verbal communication skills, including effective report-writing and meeting chairing.
- A willingness and ability to take ownership of firm-wide initiatives, from conception to execution, ensuring they align with business goals and operational needs.
- An adaptive mindset comfortable with technological advancements and organisational change.
- Commitment to professional integrity, adaptability, and strong relationship-building across diverse stakeholders.
- Advanced proficiency in Microsoft Office applications such as Word, Excel, PowerPoint, and Outlook.
- A bachelor's degree in commerce, business, law or relevant field; advanced qualifications such as an MBA would be advantageous.

In addition, you will enjoy working as part of a cooperative team, in a professional and friendly environment that encourages personal growth. You will report to a highly experienced and collaborative Directorship and can expect to receive the delegated authority to make positive change and the guidance and mentoring necessary to ensure your continued success.

On offer is a competitive market salary package together with the exciting opportunity to work alongside the firm's Directors in this hands-on and varied position. The salary will be competitive and based on the successful candidate's experience.

Gilshenan & Luton is committed to fostering a culture of continuous learning and professional growth. We actively support the development of our team members by providing opportunities to attend relevant conferences, seminars, and workshops, as well as encouraging and funding approved further education to enhance your skills and career progression.

A detailed Position Description can be made available upon request.

**To apply**

Please apply with a cover letter and resume via Seek,  
here: <https://www.seek.com.au/job/84368845?ref=cm-ui>

For more information please contact Erin Steward at Lawganised on 07 3017 4775,  
or [erin.steward@lawganised.com](mailto:erin.steward@lawganised.com)