

## Position Description

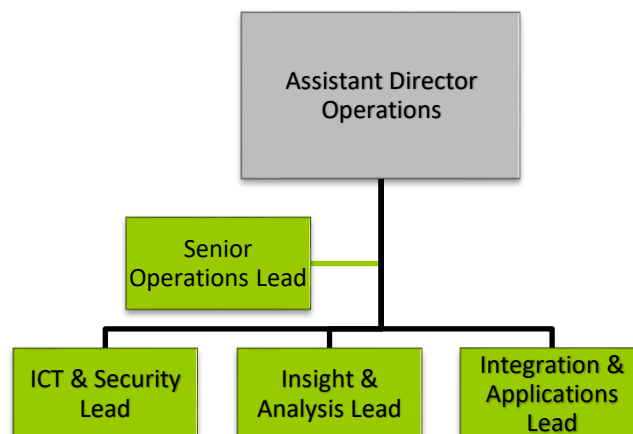
Position	<i>Senior Operations Lead</i>
Reports to (position title)	<i>Assistant Director - Operations</i>
Purpose:	<i>The Senior Operations Lead plays a pivotal role in driving operational efficiency and strategy alignment across the organisation. This position is responsible for coordinating projects and reporting activities and acting as a strategic translator between program areas and operations—bridging the gap between complex systems, processes, and business needs. By interpreting and communicating technical and operational challenges in a clear and actionable way, the role ensures alignment, clarity, and collaboration across teams for business improvements</i>
Direct reports:	0
Indirect reports:	0
SCHADS	6
Scope	<i>The position works closely with Operations team members and people in other teams including management, lawyers, financial counsellors, policy officers and the learning and engagement team. Externally, this position manages relationships with vendors, and stakeholders with whom we collaborate and/or engage.</i>

### POSITION PURPOSE

Primary purpose of this role combines excellent analytical skills with a thorough knowledge of business principles to review business processes from end to end to identify and address operational, financial and technological risks and opportunities. It requires exceptional organisational and time management skills with the ability to plan workload, prioritise and meet deadlines.

Responsibilities include management of a stakeholders both internal and external, management of organisational-wide projects through all phases from identification of need to post implementation review which enables Consumer Action to implement effective systems so we can further our mission of making life easier for people experiencing vulnerability and disadvantage in Australia.

Within Consumer Action, this position is part of the Operations Team whose mission is to enable our people to help others by supporting and enhancing systems, structures and processes.



## KEY RESPONSIBILITIES

- **Business Analysis** - Serve as the key conduit between program areas and operations by translating complex systems, processes, and business challenges into clear, actionable insights. Analyse end-to-end business processes to identify inefficiencies, risks, and opportunities, and facilitate the design and implementation of practical, data-informed solutions that align with both operational capabilities and program goals.
- **Project Coordination** - plan, track, and report on project progress, ensuring milestones are met and deliverables are aligned with strategic goals. This includes confirming business requirements, managing timelines, managing tasks and keeping key stakeholders updated on progress and supporting Assistant Director Operations and COO on larger projects, as needed;
- **Relationship & Stakeholder Engagement** - building and sustaining positive relationships with team members, stakeholders and clients, anticipating stakeholder needs, consulting and sharing information appropriately, initiating collaboration with others, and responding flexibly to change and encouraging others to adapt. Understanding and acting on constructive feedback. Initiating and engaging in honest and respectful conversations;
- **Communication** - confidently presenting messages in a clear, concise and articulate manner, focusing on key points and using appropriate, unambiguous language. Selecting the most appropriate medium for conveying information and structures written and oral communication to ensure clarity. Producing written material and writing clearly in a style and format appropriate to the audience;
- **Mentoring** – act as conduit between all teams to translate needs within the centre as well as training and upskilling Operations team members in areas of expertise as required to progress Operations projects and workplans; contributes to development of team and organisational goals as part of annual and project planning processes;
- **Expert advice** – Provides Assistant Director Operations, COO and CEO with business systems and process analysis and recommendations when problems are identified;
- **Reporting** - Coordinate the preparation and submission of reports and acquittals, ensuring accuracy, compliance, and timeliness. Measures and reports against outcomes and impact; supports evaluation and monitoring team and projects.

## MANDATORY

- A substantial level of experience in business optimisation, operational business analysis or a related field,
- Proficiency in business process mapping, project management tools, and reporting systems,
- Excellent organisational and time management skills, with the ability to prioritise tasks and meet deadlines,
- Well-developed conceptual and analytical skills, including the ability to analyse complex data relationships of large volumes of content,
- Demonstrated record of achievement in translating business requirements into clear and actionable documentation,
- Demonstrated record of building and sustaining effective networks with various stakeholders, evidenced by collaborative decisions and achieving successful outcomes,
- Proven ability to meet deadlines, prioritise deliverables and deliver on objectives,
- Excellent written and verbal communication skills with the ability to adapt style to the audience.

## DESIRABLE

- Accreditations in Project Management methodology (e.g. Agile/Scrum, Six Sigma, Kanban, Lean, etc.)

- Demonstrated experience in gathering business requirements and writing user stories within not-for-profit organisations.

## COMPETENCIES

- Able to identify opportunities for improvement and unintended consequences of proposed solutions; combines strategic and blue sky thinking with detailed analysis; analyses long term opportunities and hazards in the pursuit of our strategic plan and impact goals; designs scalable solutions; devises creative approaches to complex business problems;
- Proficiency in business process mapping, project management tools, and reporting systems Excellent organisational and time management skills, with the ability to prioritise tasks and meet deadlines.
- Works effectively with a high degree of autonomy and accountability, and can demonstrate flexibility, initiative and resourcefulness, sound time management and ability to deal with competing priorities under pressure;
- Communicates in a clear and interesting way, with an understanding of the target audience and the objectives of the communication, using a range of styles to bring people along;
- Coaching and facilitation: including the ability to coach leaders on managing through transformation and change;
- Collaborates and works well with others; shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles of others; enables integration and collaboration enhancement; upholds the values of our centre; and treats all people with dignity and respect.

## ABOUT CONSUMER ACTION

Consumer Action is an independent, not-for-profit consumer organisation with deep expertise in consumer and consumer credit laws, policy and direct knowledge of people's experience of modern markets in Victoria. We work for a just marketplace, where people have power and business plays fair. We make life easier for people experiencing vulnerability and disadvantage in Victoria, through financial counselling, legal advice, legal representation, policy work and campaigns.

On the land of the Traditional Owners, the people of the Kulin Nations, our dedicated staff work collaboratively and deliver integrated services and projects. We have just over 50 employees and promote a diverse and inclusive culture which upholds our values of respect, fairness, reflection and courage. We strive to be an employer of choice and provide employee benefits which supports work-life balance.

The operations program is the backbone of Consumer Action's success. It creates the conditions for efficiency, strategic focus, and scalability, enabling Consumer Action to deliver its core business while staying resilient in a changing business environment. The Senior Operations Lead is responsible for coordinating projects and reporting activities and acting as a strategic translator between program areas and operations.

More about Consumer Action can be found on our website, including our Strategic Plan and Impact Report.