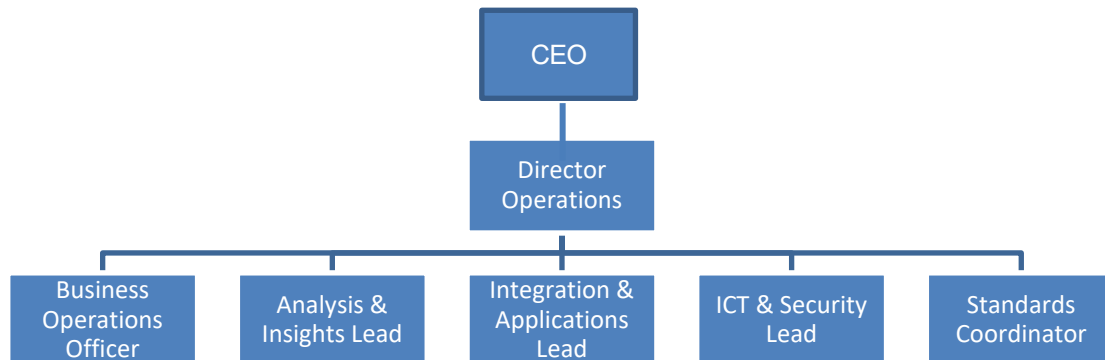


## Position Description

Position	Director of Operations
Reports to (position title)	CEO
Purpose:	The Director of Operations leads the Operations team, ensuring the smooth functioning of the office by managing all aspects of office operations. The Director of Operations also acts as Secretary to the Board and Executive Assistant to the CEO.
Direct reports:	5
Indirect reports:	0
Scope	<ul style="list-style-type: none"> <li>• Office management for an office of 50 employees and 10-15 volunteers;</li> <li>• Lead relationship manager with office sub-tenants;</li> <li>• Accountability for technology across the organisation in a workstation environment with multiple enterprise platforms, networked telephony and hardware, meeting room AV and a range of other shared resources;</li> <li>• Reporting and compliance to funders and stakeholders;</li> <li>• Company secretary to board;</li> <li>• Executive Assistant to CEO.</li> </ul>

Organisation chart:



#### Key Accountabilities:

- Accountable for all aspects of office operation including provision of premises and services; ensure that day-to-day office operational needs are met so that the office runs smoothly;
- Oversee and coordinate compliance obligations including reports to funders and production of the annual report; act as company secretary to the board;
- Executive support to CEO including diary management, administrative support, meeting coordination, event management and preparation of documents and Board meetings.
- Provide operational support to the Manager, People and Culture on OHS first aid and safety compliance.
- Oversee day to day office purchasing requirements such as travel, equipment and general office needs, managing authorised credit card and petty cash systems;
- Provide logistical support to managers with the induction of new employees;
- Manage technology and telecommunications requirements including working with external providers to ensure appropriate technology services are provided and maintained; develop and implement ICT strategy
- Lead the Operations team (Receptionist, and team of Operations Administrators) to ensure the delivery of all office management and administrative support requirements.
- Provide management support for the Standards Australia project;
- Develop and lead continuous improvement and efficiency through training, process improvement and technology support, so that team members are enabled to work more efficiently and effectively using optimised tools and resources.

#### Qualifications/Experience/Specialist Skills:

- The Director Operations requires an administration specialist with typically at least 5 years' experience in a similar role;
- Ideally, the incumbent should have experience in a community legal centre or similar NFP or community sector setting as well as experience in a professional environment or as an executive assistant;
- A high level of literacy and numeracy is needed with an understanding of budgeting, accounts payable/receivable concepts and basic accounting principles;
- Experience in various enterprise platforms in desktop and cloud environments is essential. Particularly an advanced knowledge of Microsoft Office 365 suite and familiarity with VOIP call centre software and client information management systems;
- In addition, the role requires familiarity with technical Information, typically gained via prior experience in server and SAAS environments, familiarity with computing processes, technical specifications, and awareness of emergent technologies.

## Competencies

What kinds of behavioural skills will be required in order to undertake the role?

- Demonstrated ability to work autonomously and to manage competing priorities;
- High level of self-awareness and ability to work under pressure;
- Demonstrated ability in leading others through delegation;
- Interest in and commitment to social justice issues, in particular willingness to operate in a community sector/NFP setting;
- Confidence to engage with a range of internal and external clients including senior government officials, media, industry representatives, stakeholders, partners in the community sector, consumers and employees across the entire organisation;
- Requires flexible, positive attitude with ability to focus on attention to detail as well as strong conceptual and big picture thinking skills.