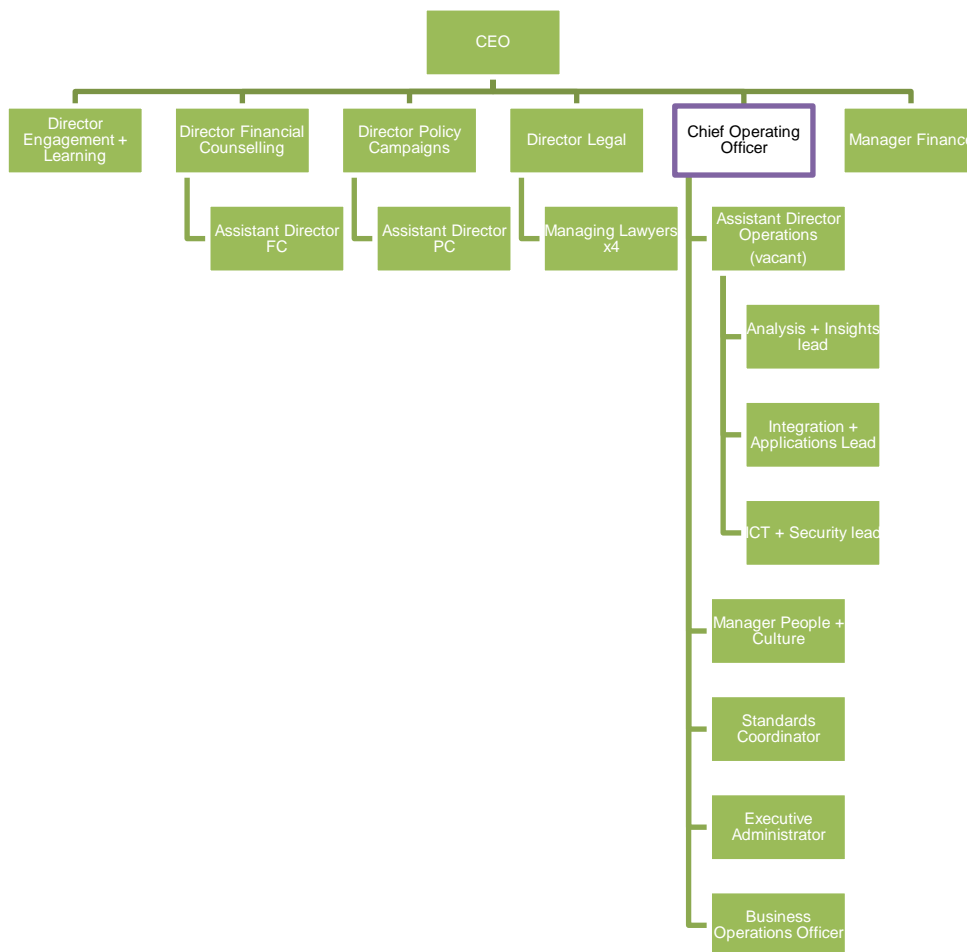


Position Description

Position	<i>Chief Operating Officer (COO)</i>
Reports to (position title)	CEO
Purpose:	<i>The COO leads the operations team, overseeing the operations of the organisation to meet compliance requirements, foster a safe and thriving workplace and culture, and supports the CEO with funding sustainability, risk management and systems and workplace improvements. The COO is the Secretary of Consumer Action Law Centre and provides support with Board meetings and engagement.</i>
Direct reports:	5
Indirect reports:	3
Scope	<i>Leads the Operations team and supports the CEO and works closely with the Management Team on integration, risk management, people and strategic projects.</i>

Organisation chart



Key Accountabilities/Responsibilities:

The Chief Operating Officer, reporting to the CEO, is responsible for the operation of CALC's business operations. Key responsibilities include:

- Delivering Secretary function of the Board, attending and organizing all Board meetings and AGMs, preparing papers and minutes.
- Assisting CEO with governance, liaising with Board and Finance Audit and Risk Committee. Ensuring CALC meets its governance and requirements as a registered charity.
- Member of the Management Team which focuses on improving integration between teams and organisational culture.
- Overseeing the People and Culture function and strategic HR projects, supported by the People and Culture Manager.
- Together with the CEO, developing and maintaining funder relationships, applying for funding and overseeing reporting to funders.
- Overseeing delivery of select strategic projects and programs of the organisation, in consultation with the Directors and Assistant Director Operations, including ensuring delivery of service projects and IT and data transformation projects, office move or renovation.
- Overseeing the business operations and administration of the organisation including engaging contractors, mail systems, insurance, invoicing, administrative support, tenancy, relationships and need of co-tenants, office supplies, travel bookings, hosting events, managing authorised credit card and petty cash systems.
- Managing the risk register and together with CEO and other Directors, managing organisational risk.
- Overseeing IT, systems and cybersecurity, working closely with the Assistant Director Operations.
- Together with the Management Team, contributing to strategic planning for the organisation.
- Providing management support for the Standards Australia project.
- Other duties as required by the CEO.

Qualifications/Experience/Specialist Skills:

- Tertiary qualifications in Management, Law or other relevant discipline; or equivalent experience.
- Significant leadership experience including as an Operations Director or COO or other relevant role, including experience motivating staff and managing stakeholders and projects across directorates.
- Excellent stakeholder engagement skills.
- Experience working in an HR function.

- Working in governance or executive management at a Not-For-Profit.

Competencies

- Interest in and commitment to social justice issues, in particular in a community sector/NFP setting.
- Knowledge of funding processes within government and philanthropy and managing/reporting on large funding agreements.
- Ability to oversee IT, cybersecurity, digital and data projects and function, together with expert staff.
- Sound organisational and time management skills with demonstrated ability to work autonomously and to manage competing priorities.
- Demonstrable high level of cultural competence and familiarity with all aspects of diversity, inclusion, and provision of a culturally and psychologically safe workplace.
- High level of insight into organisational processes and influences.
- Proactive and flexible working style.