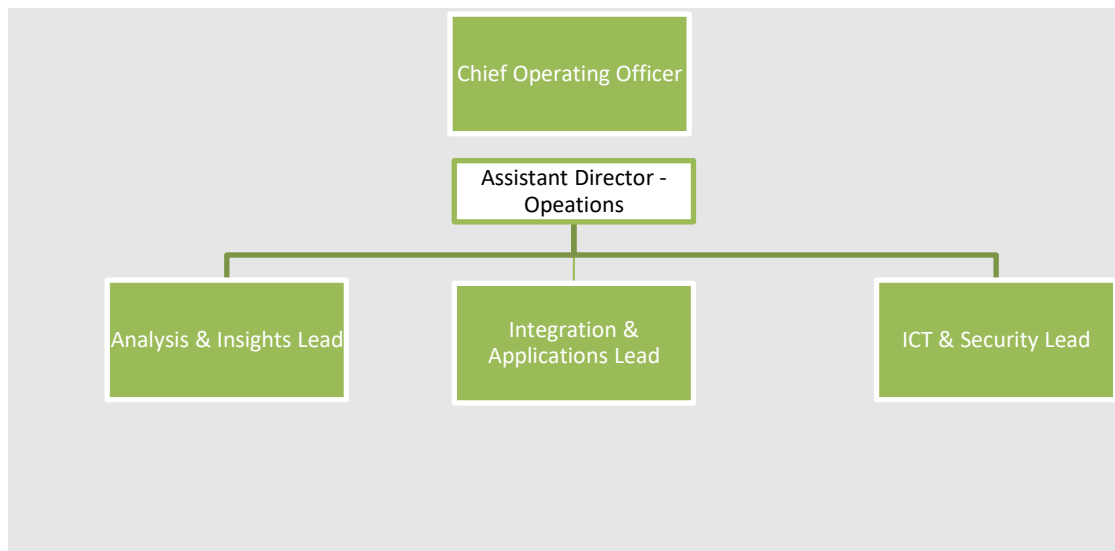


Position Description

Position:	<i>Assistant Director - Operations</i>
Reports to:	<i>Chief Operating Officer (COO)</i>
Purpose:	<i>The Assistant Director - Operations leads the Operations team to deliver comprehensive systems and processes to ensure the effective operations of Consumer Action Law Centre (Consumer Action). The Assistant Director – Operations supports change initiatives and manages the various projects at Consumer Action.</i>
Direct reports:	<i>At least 3</i>
Indirect reports:	<i>0</i>
Scope:	<i>Manages the day-to-day administrative and operational function. Oversees project management function and supports organisational change. People management.</i>

Organisation chart:



Responsibilities:

The Assistant Director – Operations works collaboratively with the Chief Operating Officer (COO) and manages the day-to-day operations of Consumer Action. Responsibilities include:

- Managing a small team of operations professionals
- Overseeing and supporting the implementation of new initiatives, including formal project and change management processes
- Overseeing and coordinating compliance with funding and legislative obligations including:
 - reporting to funders
 - the [National Accreditation Standards](#)
 - Workplace, Health and Safety (with the HR Manager).
- Developing and leading continuous organisational improvements and efficiencies through training, process development and implementation and technology support – ensuring staff have optimal tools and resources to support their work and a positive client experience.
- Driving Consumer Action’s data culture through system improvements and meaningful reporting.
- Ensuring the physical environment, technology and telecommunications requirements are maintained and protected, including managing risk and business continuity.
- Other responsibilities and tasks as necessary to ensure the administrative and day-to-day operations is managed effectively.

Qualifications and experience

- Tertiary qualifications in Business administration, or other relevant discipline, or equivalent experience (mandatory).
- Experience as an Operations Manager or similar (desired).
- Experience in project management and implementing change (desired).

Key selection criteria

- A knowledge of the general business of Consumer Action and a commitment to our vision and values.
- Demonstrated experience in the management and development of programs, including managing people and/or contracts which supports effective operational management.

- Sound knowledge and skills to ensure technology and telecommunications are effectively managed so that systems remain fit for purpose and cyber threats are managed and business continuity strategies are in place.
- Demonstrated experience in leading change and project management, including design, developing a plan and working within a project management framework, and the ability to meet deadlines under pressure.
- Highly developed interpersonal skills with an ability to consult, collaborate, negotiate, influence and build working relationships with a diverse range of internal and external stakeholders.
- Conceptual, analytical and problem-solving skills to enable the identification of issues and mitigation strategies.
- Experience in using data to producing complex written reports to effectively influence range of audiences.
- Excellent organisational skills, including the ability to meet deadlines, apply initiative, problem solve, and delegate where appropriate.

About Consumer Action and the role of the Assistant Director - Operations

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 Assistant Director – Operations works collaboratively with the Chief Operating Officer in overseeing this function.

More about Consumer Action can be found on our [website](#), including our Strategic Plan and Impact Report.