

Position Description

Position: Finance and Operations Manager
Program: Corporate
Reports to: Chief Executive Officer
Hours: 1 FTE
Classification: Salaried

OUR VISION

Safety, equality
and opportunity
for all people

OUR MISSION

To promote respectful relationships
through services which enhance the
safety, autonomy and wellbeing of all
women and children

OUR VALUES

The organization works from a
feminist perspective and
values: Innovation, Integrity,
Respect and Trust

About WRISC:

The Central Highlands Women's Collective (CHWC) began in 1983 with the premise that women have the strength to change the world. At the outset the Collective identified the need to name women's experience of family violence as essential in challenging community attitudes condoning violence against women. They sought to shine a light on the gendered nature of family violence.

Funding was received in 1988 for 'The Women's Resource Information & Support Centre' (WRISC). In the 1990's funding was specific to provide family violence outreach support (agencies historically supporting the work of women's refuges). The Collective, comprising personnel and non-personnel community members, managed WRISC under a flat structure until 2006. A new hierarchical staffing structure was then adopted. An Executive Officer and Business Manager were appointed. A new constitution was drafted to reflect the changed organisational structure and passed by members in October 2007. A board of governance was elected in November 2007.

WRISC Family Violence Support Inc. is a not-for-profit organisation funded in the main by the Department of Families, Fairness and Housing. WRISC provides a range of services for women and children living in or escaping from situations of family violence. Services include information, referral, advocacy, support, women's and children's support groups and children's counselling. The WRISC office is located in Ballarat and services are offered across the Central Highlands region of Victoria including the shires of Ballarat, Hepburn, Moorabool, Pyrenees and Golden Plains. Services are provided on an outreach basis (including outreach offices and home visits) and at the WRISC office. WRISC is a member of the Central Highlands Integrated Family Violence Committee and our services are delivered within an integrated service system working closely with police, courts and other agencies. WRISC is an inclusive employee and welcomes applications from people of diverse backgrounds who identify as women.

Position Objectives:

The Finance and Operations (F&O) Manager is a member of the WRISC Leadership Team. Working closely with the CEO and the Program Manager, this role is responsible for management of finance and operations at WRISC. They will provide leadership and management of the corporate team, oversight, budget and day-to-day financial management for the organisation, as well as informing organizational planning and strategy.

In collaboration with the CEO, and the Program Manager, this role will lead WRISC in sustainable and effective financial and business services. This role will also ensure that WRISC continues to be an employer of choice.

POSITION DESCRIPTION

Finance and Operations Manager

This role will manage a small team providing financial, fund brokerage, human resources, quality, systems and administration services.

As a senior management position, the Finance and Operations Manager is expected to display high levels of initiative and responsibility, comfort with autonomy, have highly developed communication and management skills and to consistently champion WRISC values.

Position Context:

WRISC is currently undertaking a process of organisational change and redevelopment. This position is therefore initially for a period of 12 months. There is the possibility of contract extension, which will be subject to Board decisions regarding future organisational direction as well as satisfactory performance in the role.

MAIN DUTIES AND RESPONSIBILITIES

1. General

- Work as an integral part of the Leadership Team, professionally supporting the CEO and working alongside the Program Manager to provide best outcomes from a financial and corporate perspective.
- Work as part of the Leadership Team to foster the development of future thinking, policy development and strategic planning.
- Lead, manage and develop the small business services team.
- Offer strategic financial, resource and corporate consultancy as required.
- Provide or source authoritative specialist advice and management of all aspects of operations
- Oversee the development, implementation, monitoring and evaluation of WRISC's corporate projects and programs.
- Act as Chief Executive Officer when required.

2. Financial Management

- In conjunction with the CEO and Program Manager, prepare annual organisational and program budgets, key performance indicators, budget profiling, monitoring and analysis of variances throughout the year and lead the budget review process.
- With administrative support, undertake general ledger and associated functions so that all operations are accurate and produced in a timely manner.
- Oversee fortnightly processing of wages, salaries and salary sacrificing.
- Complete reconciliation of bank accounts monthly and manage finances in a pro-active cost-efficient manner
- Complete financial returns to funding bodies as required by service agreements and contractual arrangements, including monthly DFFH payments and liaise with DFFH in relation to funding and queries.
- Complete audit preparations and action any resulting recommendations or requirements
- Complete reconciliation of monthly BAS returns, portable long service leave and superannuation lodgments, annual work safe submissions and ACNC returns or similar.
- Provide leadership in sourcing alternative funding and submission processes, including overseeing grant application processes.
- Provide high level financial advice to the Board and CEO including the provision of annual and monthly financial reports to the Finance Committee and Board.
- Provide financial capability building to the management team and Board to support them in their financial literacy and obligations.
- Ensure just, prudent and productive management of any investments and capital assets.

3. Human Resource Management

A Human Resource Professional is part of the Corporate Services Team. The F&O Manager will provide supervision and support to that person to ensure:

- Oversight of the full employment lifecycle, including recruitment and retention, learning and development, performance management and employment relations.
- Ensure that systems, policies and processes support best practice human resource practice.
- Foster a positive workplace culture by promoting open communication and addressing employee concerns.
- Ensure compliance with relevant legislation and guidelines.
- Lead the Occupational, Health and Safety Committee and conduct regular meetings and site inspections
- Ensure there are systems, supports and tools in place to pro-actively manage the physical and mental health and safety of all staff, contractors and volunteers
- Ensure a safe workplace by taking immediate action regarding any issues or concerns about relevant equipment, resources and workplace practices

4. Communications

- Support effective communication both internal and external to build relationships with key stakeholders and communities
- Oversee website and social media management, ensuring content is appropriate, relevant and engaging.

5. ICT

- In conjunction with the CEO, oversee the operation and development of ICT infrastructure in accordance with the organisation's ICT strategy, planning and projects.
- Oversee the externally managed and provided ICT services, ensuring systems are effective, secure and fit for purpose.
- Support the procurement and adoption of systems to support operational impact.
- Coordinate training and support to staff on ICT tools and systems.

6. Risk, Quality and Compliance

- In partnership with the Programs Manager ensure that WRISC has the knowledge, systems and processes in place to meet the requirements of its funding and provide high impact services
- Lead the ongoing development of organisational policy
- Contribute to the initiation, implementation and evaluation of annual continuous quality improvement projects
- Contribute to the further development and implementation of appropriate quality and risk management strategies, policies and systems
- Promote understanding of and support for quality and risk management
- Identify potential risks and development mitigation strategies to safeguard the organisation
- In conjunction with the CEO maintain the risk register and supporting documentation, providing reports to the Board and Board working groups.
- Ensure compliance with relevant laws, regulations, and organisational policies.
- Oversee the policy review cycle to ensure that all policies are up-to-date,
- Develop and support the implementation of an operational performance planning and review cycle

7. Partnerships

- Support the development of appropriate partnerships, protocols and business models for working in formal and informal partnerships with other organisations and services

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Finance and Operations Manager

Other Duties and Responsibilities

1. Leadership & Teamwork

- Actively champion WRISC vision, mission and values
- Contribute to the development and implementation of the strategic plan
- Perform all duties in accordance with WRISC's code of conduct, policies and procedures
- Maintain a professional manner in all aspects of communication with clients, colleagues, stakeholders and the broad community
- Work cooperatively
- Prepare for and positively participate in Board/executive, team, and other organisational meetings as required.
- Represent WRISC on external networks and committees as required.
- Provide support, supervision and direction for the Corporate Team and develop with staff, individual work and professional development plans and conduct performance appraisals in line with WRISC's performance management program.
- Manage team dynamics and support productive working relationships and work-life balance.
- Celebrate and reward the achievement of outcomes that contribute to the organisation's mission.
- Actively participate in problem solving and conflict resolution in accordance with organisational policy and procedures.
- Foster reflective practice in the team and keep informed of evidence-based approaches in relation to own work and supervision practice.
- Model and demonstrate ability to self-reflect, articulate areas for growth and development and demonstrate personal and formal improvement strategies.

KEY SELECTION CRITERIA

Qualifications

- Relevant tertiary qualifications in accounting, commerce, business management or related discipline with extensive work experience.

Essential

- Demonstrated high level strategic thinking within the operations sphere of the organisation.
- Exemplary skills and experience in overall operational administration including accounting, budgeting, financial reporting, analysis and management.
- High level and detailed knowledge and ability to interpret and apply relevant standards, legislation, regulations policies and procedures.
- Demonstrated experience in human resource management, including familiarity with the interpretation and application of employment awards and conditions (SCHCADS in particular).
- High level computer literacy and proficiency in use of Microsoft office, financial software packages. Experience with MYOB would be valuable.
- Executive level organisational and time management skills with the ability to meet ongoing strict deadlines.
- High level interpersonal skills to work respectfully, autonomously and effectively within a team and in collaboration with other professionals and organisations, including proficiency in conflict management and business negotiation processes
- Demonstrated knowledge of and ability to drive continuous quality improvement within the operational business to achieve the best outcomes for the organisation.

Conditions of Employment

- The successful applicant will be required to undergo satisfactory pre-employment checks, including three referees, a criminal records check (entails proof of identity), working with children check and proof of qualifications.
- The successful applicant will be expected to have a current Victorian driver's licence.
- Employment is subject to a six-month probationary period.
- A pre-employment health declaration is required.
- Terms and conditions of employment are based on the Social, Community, Home Care and Disability Service Industry Award 2010.

Description of Work Activities /Environment

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Regular
	Work in a team environment.	Daily
	Work in different geographical and office locations, including working from home, and other settings (eg schools).	Occasionally
	Work in unstructured environments (eg home visit).	N/A
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan or shared office space.	Daily
	Sit at a computer or in meetings for extended periods.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Occasionally
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Occasionally
	Interact with clients, staff and members of the public from diverse cultures, languages, sexualities, and disabilities.	Daily
	Support and participate with clients in recreational activities (eg camping, gardening).	N/A
	Participate in team development/building activities.	Occasionally
	Fluorescent lighting.	Regular
Manual Handling	Undertake minimal manual handling such as lifting of equipment which would be of varying weight and size (eg child car seats, books and resources).	Occasionally
Administrative tasks	Computer work, filing, writing reports, case notes/plans and client records, participate in meetings, concentrating for long periods of time, managing resources and budgets and researching and analysing information and data.	Daily
Technology	Use technology including photocopier, telephones, mobiles, fax, laptop, projectors, televisions, video, electronic whiteboards, security and duress alarm systems.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasionally
	Use public transport including trains, buses, trams and taxis.	Occasionally

POSITION DESCRIPTION

Finance and Operations Manager

Full name: _____
PRINT

Signature: _____

Date: _____

Line Manager: _____
PRINT

Signature: _____

Date: _____