

Position Description

Position:	BUSINESS OPERATIONS MANAGER
Program:	Corporate Program
Reports to:	Chief Executive Officer
Hours:	0.8 EFT
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 well-being of
all women and children

OUR VALUES

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

OUR COLLECTIVE SPIRIT 2023-26

Acting with: Integrity, Respect, Safety, Creativity, Adaptivity

Increase: Transparency, Care, Collaboration, Generativity, Self-awareness, Inclusivity

Decrease: Assumptions, Judgement, Barriers, Insularity, Pressures

BUILDING BETTER ORGANISATIONS (BBO)

MAKING OUR CULTURE VISIBLE

The 4 pillars: Empathy, Clarity, Engagement and Learning

Understanding and use of all processes and tools relating to the BBO Quality Improvement Project

Participating in the BBO processes to ensure client needs are met with a healthy and sustainable workforce.

Position Context:

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 non-profit organisation funded in the main by the Department of Fairness, Families and Housing (DFFH) 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 Bacchus Marsh 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.

POSITION DESCRIPTION

Business Operations Manager

The Role:

This role is responsible for maintaining and increasing the efficiency of WRISC Family Violence Support Inc, notforprofit organisation. It provides high level advice and leadership including managerial responsibility for the operational management including finances, human resources, equipment, assets, occupational health, safety and other key corporate areas to ensure the efficient and effective functioning of the organisation.

The Business Operations Manager is responsible for strategic development of WRISC business including macro level business, financial and administrative functions of WRISC as well as providing appropriate support for day-to-day management.

The Business Operations Manager is a member of the Senior Executive and Leadership Team. In collaboration with the Chief Executive Officer, the Program Manager and members of the Leadership Team, the Business Manager will lead WRISC in sound, appropriate and proper financial and business support.

As a senior management position, the Business Operations Manager is expected to display high levels of initiative and responsibility requiring minimum supervision and will have well-developed communication skills. In doing this the Business Operations Manager will demonstrate leadership that reflects the vision and values of WRISC Family Violence Support Inc.

MAIN DUTIES AND RESPONSIBILITIES

1. General

- Works as an integral part of the Senior Executive Group (SEG), professionally supporting the Chief Executive Officer and working alongside the Program Manager to provide the best outcomes from a financial and corporate perspective.
- Offer strategic financial, resource and corporate consultancy services as required.
- Act as Chief Executive Officer when required.
- Be an integral member and a positive role model within the Leadership team.
- Lead the development of operational policy.
- Lead, assess and review the standards of work of corporate staff.
- Provide authoritative specialist advice and management of all aspects of operations.
- Lead and initiate due diligence projects as required.
- Oversee the development, implementation, monitoring and evaluation of WRISC's corporate projects and programs
- Lead, manage and administer complex financial and resource management policy and programs
- Develop, evaluate and revise methodology techniques in all administrative, financial and resource operational areas.
- Apply high level analytical and financial skills in all aspects to attain and satisfy the organisation's vision, goals and objectives.
- Works as part of the SEG to foster the development of future thinking, policy development and strategic planning to provide expert financial input into all strategic direction planning and development.

- Exhibit a high level of proficiency in the application of theoretical approaches in the search and development of optimal solutions to new problems and opportunities internally and externally.
- Provide financial training to the Board to improve members' financial literacy to fulfill their obligations as Board members. Provide oversight and expert advice in the strategic direction of the organization so that it remains solvent and successful.
- Seek out opportunities for innovation to ensure the organisation's viability.

2. Financial Management

- Provide expert financial advice to the Board of Governance and Chief Executive Officer including the provision of annual and monthly financial reports to the finance working group to assist financial decision making processes.
- Prepare annual core program budgets, allowing for program requests, monitor variances and lead budget reviews.
- Work with the financial accountant to ensure financial returns to funding bodies are prepared and submitted on time as required by service agreements or other contractual arrangements.
- Enter monthly DFFH payments and liaise with DFFH in relation to funding and queries.
- Prepare the records of the organisation for audit and ensure any audit recommendations or requirements are responded to.
- Oversee general ledger and associated functions (accounts payable,) so that all operations are accurate and produced in a timely manner.
- Oversee fortnightly processing of wages, salaries and salary sacrificing.
- Oversee reconciliation of the bank accounts monthly and manage finances in a cost efficient manner.
- Oversee reconciliation of monthly BAS returns, quarterly Portable Long Service Leave return, quarterly superannuation lodgement, annual worksafe remuneration/submission and annual ACNC return
- Ensure just, prudent and productive management of the organisation's investments and capital assets.
- Further develop and review financial policies in consultation with the Finance Working Group.
- Provide leadership in sourcing alternate funds and submission processes.

3. Human Resource Management

- Oversee all human resource records and records of training.
- Oversee and ensure that appropriate staff records are maintained including statutory leave entitlements, salary sacrificing, superannuation and work cover.
- Ensure ongoing development of human resource policies, procedures and practices.
- Ensure that systems and processes support best practice for the recruitment, selection, induction and exit of staff.
- Ensure that systems are in place for the preparation and administration of employment contracts for all staff.

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Business Operations Manager

- Ensure compliance with all legislative requirements including SCHCADS Award, Equal Opportunity Act, Fair Work Act, and Privacy Acts.
- Administer and oversee work cover insurance returns and manage worker compensation claims if required.

4. Resources, Assets and Sustainability

- Maintain payment of adequate, appropriate insurances.
- Develop strategies to build the organisation's asset base.
- Ensure assets and equipment are accounted for and maintained in good working order including office premises.
- Oversee the maintenance of the asset register
- Maintain a network of preferred contractors and suppliers.
- Identify and manage financial risks and develop protocols for sustainable purchasing.

5. Occupational Health and Safety

- Ensure compliance with Occupational Health and Safety legislation and standards.
- Ensure a safe workplace by taking immediate action regarding any concerns about equipment, resources and workplace practices impacting on safety in accordance with the OH&S legislation.
- Lead the OH&S committee and conduct regular meetings and site inspections.

6. Marketing

- Provide expert advice for marketing and communication strategies.
- Ensure that promotional materials are consistent with business and marketing plans and budgets.

7. Information Communication Technology

- Lead the Information technology working group to ensure the development, implementation and review of an ICT strategy.
- Oversee the operation and development of the ICT infrastructure in accordance with the organisations ICT strategy, planning and projects.

8. Risk Management

- Lead the further development and implementation of appropriate risk management policies, procedures and systems.
- Collate and review the risk register for consistency and completeness.
- Promote understanding of and support for risk management.
- Ensure the documentation of identified and analysed risk is included in the risk register.
- Provide reports to the Continuous Quality Improvement and Risk working group, Finance Working Group and the Board.

9. Continuous Improvement and Risk Management

- Be proactive and encourage gold standard work practices to comply with relevant legislation and licensing requirements.
- Identify occupational health risks and hazards, and manage work practices for health and wellbeing of staff and compliance with Occupational Health, Safety and Welfare.

- Lead and model solution focused thinking within team and organization.
- Lead the initiation, implementation and evaluation of annual continuous quality improvements projects of individual and team.
- Develop and assist the implementation of team plans with clear targets and goals linked to the organisation's strategic plan, ensure own work outcomes are achieved and support corporate team to achieve set work outcomes.
- Develop and implement possible business models and protocols for working in formal and informal partnerships with other services.

OTHER DUTIES AND RESPONSIBILITIES

1. Leadership and Teamwork

- Actively practice the organisations strategic vision, mission and values.
- Contribute to the development and implementation of the team and organisational strategic plans.
- Perform all duties in accordance with the organisations code of conduct, policies and procedures.
- Maintain a professional manner in all aspects of communication with clients, colleagues, stakeholders and the broader community.
- Oversee the recruitment, induction, supervision and ongoing development of volunteers, as undertaken by the Volunteer Coordinator.
- Work cooperatively and harmoniously with others to achieve team and organisational goals.
- Prepare for and positively participate in management, team, staff and group meetings as required.
- Promote a positive image of WRISC to members of the community through professional standards of personal presentation, behaviour and accountability.
- Represent WRISC on external networks and committees as negotiated.
- 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.
- In a professional manner represent the organisation and promote awareness of key issues across community and professional networks.
- Actively contribute to registration processes and other relevant policies and procedures.
- Actively participate in a variety of external and internal meetings, facilitating and leading where appropriate.

2. Professional Qualities

- Foster reflective practice in the team and keep informed of evidence based approaches in relation to own work and supervision practice.

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- Develop and lead team reports and presentations of identified CQI projects.
- Model and demonstrate ability to self-reflect, articulate areas for self- improvement and demonstrate personal improvement strategies.
- Lead and actively participate in the Staff Health and Well-Being plan.
- Demonstrates commitment to continued professional growth and development and apply this to team members
- Actively lead and participate in WRISC's performance appraisal program including the development of an annual work plan, team plans and projects and performance appraisal processes as negotiated.
- Identify individual and team training and professional development needs and goals.
- Work through challenges that seem insurmountable with a high degree of drive and resilience.

KEY SELECTION CRITERIA

1. **Essential** Relevant tertiary qualifications in accounting, commerce, business management or related discipline with extensive work experience.
2. Demonstrated high level strategic thinking within the operations sphere of the organization.
3. Exemplary skills and experience in overall operational administration including budgeting, financial reporting, analysis and management.
4. High level and detailed knowledge and ability to interpret and apply relevant standards, legislation, regulations policies and procedures.
5. Demonstrated human resource management and high level, detailed knowledge of employment awards and conditions (SCHCADS in particular).
6. Expert computer literacy and proficiency in use of Microsoft office, financial software packages Experience with MYOB is essential.
7. Executive level organisational and time management skills with the ability to meet ongoing strict deadlines.
8. High level interpersonal skills to work respectfully, autonomously and effectively within a team and in collaboration with other professionals and organizations, including proficiency in conflict management and business negotiation processes
9. Demonstrated ability to drive and lead all aspects of continuous quality improvement within the operational business to achieve the best outcomes for the organization.

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.	Daily
	Work in a team environment.	Daily
	Work office hours with the possibility of extended hours.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work at varying sites including the Bacchus Marsh	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
	Participate in team development/building activities.	Regular
	Fluorescent lighting.	Daily
Manual Handling	Undertake minimal manual handling such as lifting of equipment which would be of varying weight and size (e.g. child car seats, books and resources).	Regular
Administrative tasks	Computer work, filing, writing reports, 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

WRISC Family Violence Support Inc. employs only women as permitted under S.28 of the Equal Opportunity Act 2010.

Full name: _____
PRINT

Signature: _____ **Date:** _____

Line Manager: _____
PRINT

Signature: _____ **Date:** _____