



CREATE Foundation Role Profile

Position title	Development and Operations Manager
Location	Brisbane
Reports to	Operations Manager, Brisbane
Salary Range	SCHADS 7.1 + superannuation and salary sacrifice
Hours	Full-time 38 Hrs

Position Statement

Primary purpose of the position

The National Development and Operations Manager/s (DOM) are responsible for ensuring accountability and compliance through effective risk management, and adherence to state government and fee for service contractual obligations.

The role is responsible for monitoring and supervising a number of states, and assisting them to secure new funding to meet organisational objectives. It also contributes to the development, implementation and monitoring of the organisational Strategic Plan, and Operational Plan. Assisting states to develop and monitor state Action Plans.

This role does not have direct budgetary responsibility. However, the role will work closely with the Finance Manager and State Coordinators to support the management of state budget.

Position context and specific job requirements

As a national peak consumer body for children and young people in care CREATE has a strong advocacy role. This position's focus is to ensure that the organisation facilitates the "voice" of children and young people through implementing strategic plan goals.

The role of National Development and Operations Manager is a strategically significant, senior management role with responsibility for leading, managing and advancing opportunities across the organisation and improving the operation systems and processes in support of the organisations strategic direction. There are two DOM roles each with a number of states to manage; these will alternate from time to time, as deemed appropriate.

Specific role requirements:

Strategic direction

- Participate in informing the development of the organisations strategic direction by facilitating engagement with states to inform the strategic plan.
- Participate in developing the organisations Operational Plan informed by the National Operations Manager and the Strategic Plan. Primarily, the DOM role monitors progress towards strategic goals.

Management and leadership

- Show strong leadership to achieve results to enable the organisation to reach its strategic goals.
- Provide clear strategic guidance to State Coordinators and assist in the development of Action Plans and Project plans for state based projects.
- Oversee Service Agreement negotiations in collaboration with the State Coordinators and funding bodies.
- Promote CREATE objectives to potential funding partners and the sector.
- Actively participate in Leadership Committee meetings and support colleagues.

Risk

- Identify, manage, mitigate and monitor risk within states, and convey to the Leadership Committee through the Risk Register highlighting comprehensive risk mitigation strategies.
- Support states to prepare for the biennial risk audit and develop strategies to address non-compliance.

Compliance

- Monitor state compliance to Service Agreement deliverables and/or contractual KPI's, and CREATE KPI's to ensure that goals are met.
- Ensure that CREATE's policies are adhered to, and staff are trained and supported to effectively comply with organisational policy. Take the necessary action to remedy instances of non-compliance.
- Contribute to the development and review of organisational policy.
- Assist in updating the Partnership Database to record and update contract/grant information.

HR

- Take responsibility for the induction, probation reviews, and regular supervision and annual reviews for direct reports.
- Instigate performance management processes for staff struggling to meet the requirements of their roles and monitor (in collaboration with HR).

Practice

- Oversee an organisational best practice approach to working with children and young people with a care experience.
- Ensure that CREATE maintains a child safe environment and that activities and programs are child-centred.
- Assist in the development of the Staff Training & Development agenda for State Coordinators in conjunction with LC members.

Business development and business systems

- Effectively identify opportunities for government funding in states, and develop submissions and/or tender documents to secure new funding and meet targets as outlined in the Operational Plan.

Other

- Comply with all CREATE Foundation policies and guidelines.
- Assist in the implementation of the national biennial conference as required.
- Perform additional tasks as requested.

Key Result Areas

1. Provide effective leadership, and communicate instructions clearly to direct reports to ensure that the organisation meets its strategic goals and KPI's.
2. Effectively identify and nurture new opportunities in states and write quality tenders/proposals to secure funding.
3. Effectively identify, manage, and mitigate risk.
4. Manage state contractual compliance and ensure contractual, and CREATE KPIs are met, and recorded accurately on internal systems. Ensure that the records kept meet stated timeframes.
5. High level of analysis of data and preparation of accurate reports that meet stated deadlines.
6. Effectively manage and supervise direct reports.
7. Decisively respond to state inquiries and needs.
8. Participate actively as a Leadership Committee member, and support Leadership Committee colleagues.
9. Meets targets for new funding as per Operational Plan.

Direct reporting relationships

This role reports directly to the National Operations Manager and is a member of the Leadership Committee.

Supervisory relationships

This role is responsible for the direct supervision of a number of State Coordinators.

Organisational citizenship and team work

- Demonstrate an active, dedicated commitment to the CREATE mission and vision.
- Actively seek to understand, represent and support CREATE's vision and company position to all stakeholders, internally and externally.
- Ensure a high level of confidentiality and integrity, liaise with others in a professional, respectful and constructive manner
- Assist in the development of and participate in national CREATE initiatives, projects and events.

Key challenges of the role

- Promoting and advocating the rights of children and young people and facilitating their “voice” being heard whilst being predominantly funded by the government sector.
- Competing timelines and demands.
- Working within a change environment.

Selection Criteria

(Please limit response to a total of 4 pages)

Note: All applicants must successfully undertake security checks.

1. Bachelor Degree in Social Science/Social Work/Business or related discipline combined with at least 3 years managerial experience in the non-profit sector (Experience in the out of home care sector is highly desirable).
2. High level of skill and proven experience across all aspects of business operations including; contract and risk management, and preparing funding submissions/ grant writing with demonstrated success.
3. Demonstrated ability to contribute to the development of, interpret and monitor adherence to organisational policy. High level of ability to analyse and interpret data with proven experience in managing data flows and reporting processes coupled with demonstrated ability to write concisely, edit and compile credible reports.
4. High level of skill and demonstrated ability to manage and supervise staff. Experience in remote supervision (i.e. supervising staff in another state) will be highly regarded. Ability to create a positive culture within an organisation built on a shared purpose. Capacity to travel frequently to support and monitor states.
5. Strong administrative skills with a demonstrated eye for detail. Highly effective time management skills and ability to prioritise competing demands and delegate efficiently.
6. Highly developed interpersonal, conflict resolution and negotiation skills and ability to work autonomously and as part of a team. Ability to be decisive, and effectively follow through to get results. Demonstrated ability to manage work/life balance.