



CREATE Foundation Role Profile

Position Title:	Operations Manager
Reports to:	CEO
Location:	Location can be in any State of Australia
Status:	Full time
Salary:	SCHADS Award Level 7 + Superannuation + Salary Sacrifice
Hours:	38 Hours per week

Position Statement

Primary purpose of the role of Operations Manager

The National Operations Manager/s contribute to the development, implementation and monitoring of the organisational Strategic Plan, and Operational Plan and are responsible for developing and monitoring progress towards state/territory Action Plans.

The role has oversight of state/territory operations ensuring accountability and compliance through effective risk management, and adherence to state government and fee for service contractual obligations and assisting to secure new funding to meet organisational objectives.

Position context and specific job requirements

As a national peak consumer body for children and young people in care CREATE systemically advocates for change. The Operational position's focus is to ensure that the organisation facilitates the "voice" of children and young people through implementing its strategic plan goals.

The role of National Operations Manager is a strategically significant, 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 Operations Manager 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 CREATE's Strategic Plan.
- Facilitate organisational goals through monitoring and managing state/territory compliance towards strategic goals.
- Develop and implement comprehensive Action Plans in consultation with state/territories.

Management and leadership

- Manage state / territory teams' performance to achieve KPIs expressed in Action Plan goals.
- Provide clear strategic guidance to Program Coordinators.
- Actively facilitate a positive organisational culture.
- Promote CREATE objectives to potential funding partners and the sector.
- Participate meaningfully in Leadership Committee meetings and support colleagues as required.
- Prepare for and lead the Operational Meetings and ensure reports/data and resources are appropriately sourced to inform discussions.
- Effective oversight of data recording by states/territories and reporting to state/territory governments.
- Facilitate staff training as outlined in the Mandatory Training Schedule and ensure compliance.

Risk

- Identify, manage, mitigate and monitor risk within states, and convey to the Leadership Committee through the Risk Register highlighting comprehensive risk mitigation strategies.
- Identify emerging issues or areas for reform in the quality assurance process and manage information flows and ensure action is taken where appropriate.

Compliance

- Monitor state compliance to Service Agreement and contract program deliverables.
- 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.

HR

- Take responsibility for the induction, probation reviews, and regular supervision and annual reviews for direct reports.
- Effectively monitor and manage the performance of direct reports.
- Ensure staff are acknowledged for their contribution and facilitate a positive work culture.

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 and culturally appropriate.
- Assist in the development and implementation of Mandatory Training for Program Coordinators in conjunction with HR and Leadership Committee members.

Business development and business systems

- Effectively identify opportunities for government and corporate funding in states and develop submissions and/or tender documents to secure new funding and meet targets as outlined in the Operational Plan.
- Actively engage states/territories in Quality Assurance processes and proactively seek to improve systems and/or processes.

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. Manage and actively support states/and territories effectively to ensure that strategic goals and CREATE's Board and contractual KPIs are met.
2. Effectively identify, manage, and mitigate risk.
3. Effectively monitor state/territory Action Plans against Operational Plan goals.
4. High level of analysis of data and preparation of accurate reports that meet stated deadlines with oversight to ensure state reporting for funding bodies is accurate and at a high level.
5. Effectively identify and nurture new funding opportunities in states and write quality tenders / proposals to secure funding to meet funding targets. Source new opportunities for the CREATE Your Future Licensing Program and manage the coordination of the training.
6. Effectively support, manage and supervise direct reports and maintain a positive work culture.
7. Decisively respond to state inquiries and needs and proactively engage in Quality Assurance processes.
8. Participate actively as a Leadership Committee member as required, and support Leadership Committee colleagues.

Direct reporting relationships

This role reports directly to the Chief Executive Officer and is a member of the Leadership Committee. Reporting lines may change as deemed appropriate by management.

Supervisory relationships

This role is responsible for the direct supervision of a number of State Program and Engagement Coordinators. It is expected that travel at least once per annum to states (4) that the Operations Manager is responsible for and if vacancies exist in states be available to travel to support service delivery.

Organisational citizenship and teamwork

- 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: Aptitude testing will be conducted at interview.

1. Bachelor’s degree in social science / social work / business or related discipline combined with at least 3 years managerial experience in the non-profit sector in an operational role (Experience in the out of home care sector is highly desirable).
2. High level of skill in managing risk at operational and programmatic level.
3. Demonstrated ability to contribute, interpret and monitor adherence to organisational policy.
4. 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.
5. Demonstrated ability to promote the organisation to potential sponsors, and NGOs, and experience in preparing funding submissions with demonstrated success.
6. 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.
7. Strong administrative skills with a demonstrated eye for detail. Highly effective time management skills and ability to prioritise competing demands and delegate efficiently.
8. Highly developed written and interpersonal communication skills, coupled with conflict resolution, negotiation skills and problem solving. Ability to be decisive, and effectively follow through to get results. Demonstrated ability to manage work/life balance.
9. Demonstrated highly effective time management skills, highly organised and ability to prioritise a busy workload.
10. Ability to work autonomously and show initiative, coupled with an ability to work as a productive member of the team.
11. Demonstrated ability to work in a cross-cultural context, and ability work respectfully with Aboriginal and Torres Strait Islander peoples. Ability to work within the National Child Safe Standards.
12. Successful Security Check per state requirements (for example Working with children card / Ochre card) and must comply with Government and/or health directives in each state jurisdiction, and where so indicated be vaccinated for COVID-19.

13. All applicants must be eligible to work in Australia. A copy of Proof of Citizenship or Permanent Residency status will be required.