

POSITION DESCRIPTION
Senior Operations Manager
Women with Disabilities Victoria
(12 Month Contract)

POSITION CONTEXT

Women with Disabilities Victoria (WDV) is the peak organisation for women with disabilities in Victoria. Our mission is to advance real social and economic inclusion for women with disabilities in Victoria by being a voice, creating opportunities to be visible and heard, building partnerships to deliver the best results, and engaging the community to challenge attitudes and myths about women with disabilities.

Our strategic priorities are to:

- Prevent and respond to violence and abuse against women with disabilities.
- Work to make the NDIS relevant and responsive to women with disabilities and empower women to engage with the new system.
- Promote access to health services for women with disabilities.

We do this by:

- Empowering women with disabilities to lead and influence their communities.
- Providing policy advice and advocacy to government and key services.
- Capacity building disability, health and family violence workforces to better meet the needs of women with disabilities.

WDV's work is supported by our Operations Team, which supports the CEO, Policy and Program Teams and Board through provision of Administration, Human Resources, Finance & Risk Management, Premises and Property Management, OH&S, Information Technology, Communications, Membership and Board Governance services.

EMPLOYMENT CONDITIONS

Classification: Women's Health Victoria Enterprise Agreement 2007
Level 5 – Salary range between Year 1 - Year 4
(pro-rata of \$80,488 - \$91,168) subject to experience
plus 9.5% Superannuation and Salary Packaging available.

Hours of Work: 0.9 FTE (68.40 hours per fortnight)

Tenure: This position is from the date of appointment to 30 June 2021,
and may be extended subject to funding.

Position Location: Level 9, 255 Bourke Street, Melbourne

Probity & Compliance Requirements:

- Current consent to check and release National Police Record with a satisfactory outcome.
- Must possess Australian Citizenship or permanent resident status with applicable work visa.
- WDV is a smoke free workplace.
- WDV meets the special measures requirements of the Equal Opportunity Act (2010) for the purpose of promoting or realising substantive equality for women and women with disabilities.

POSITION OBJECTIVES:

- I. Lead the Operations Team and build its capacity to support the CEO, Staff and the Board in delivery of strategic objectives and priority projects.
- II. Contribute expertise and leadership across the organisation towards the achievement of WDV's strategic objectives.

KEY RESPONSIBILITIES

Human Resources

- I. Oversee human resource administration, remuneration systems and personnel management.
- II. Implement and ensure compliance with Women with Disabilities Victoria's Enterprise Agreement and supporting policies.
- III. Oversee workplans, professional development and performance review of the Operations Team.

Financial Management and Accounting

- I. Oversee budget management, including preparation of the annual budget, mid-year review, and monthly and annual financial reporting.
- II. Ensure delivery of all financial management & accounting services.
- III. Ensure the timely approval of payroll and Accounts Payable.
- IV. Contribute to development of funding submissions and/or tenders.

Infrastructure and Information Communications Technology

Provide strategic direction and support for:

- I. Management of leases and premises.
- II. Delivery and improvement of ICT systems and strategies.
- III. Delivery and improvement of records management.

Risk Management and Compliance

- I. Lead implementation and improvement of WDV's risk management framework including emergency management planning.
- II. Ensure compliance reporting to regulatory agencies and funding partners.

Occupational Health & Safety

- I. Lead continuous improvement and implementation of WDV's OH&S systems, policies and procedures to ensure a healthy and safe workplace.

Membership and Communications

- I. Provide strategic direction and support for member engagement and communications.

Administrative and Program Support

- I. Ensure effective and efficient provision of administrative and program support services to meet the needs of the organisation.

Governance Services

- I. Contribute to provide of timely and accurate governance advice to the CEO and Board.

GENERAL RESPONSIBILITIES

The following responsibilities are required to be carried out by all staff at WDV:

- Contribute to WDV's capacity as a feminist organisation to deliver its goals, enable and support high performing teams and foster productive internal and external relationships
- Provide verbal and written reports and activities data as appropriate
- Active involvement in a reflective learning organisation committed to strategic and operational planning, setting performance objectives, policy development and review, evaluation, risk identification and risk management
- Work within organisational policies, procedures and the Enterprise Agreement
- Undertake other duties as directed within each person's scope and abilities
- Health, safety & wellbeing requirements:
 - I. Participate in and contribute to Occupational Health Safety and Wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors
 - II. Comply with WDV OHS policies and procedures to participate in the achievement of a safe working culture
 - III. Follow OHS standards, and raise any concerns in the appropriate manner.

OHS ADVICE FOR THIS POSITION

- I. This position will require sustained periods of sedentary work. Adjustable desks are provided in WDV offices.
- II. Work undertaken by WDV will bring employees into contact with information and experiences related to violence, abuse, exploitation of and discrimination against women with disabilities. WDV can offer supports, including our Employee Assistance Program, to women in the organisation who are working in this area.

ORGANISATIONAL RELATIONSHIPS

Internal Relationships

- This position reports to the CEO.
- Positions reporting to this position are the Operations Team.

External

- Funding bodies and sponsors
- Strategic partners

Accountability

The Senior Operations Manager will:

- Provide operational performance reporting to the CEO and management team.
- Ensure provision of timely and accurate strategic performance and risk reporting to the CEO and Board.

KEY SELECTION CRITERIA (This must be addressed in your Application)

- I. A demonstrated commitment to the values and principles underpinning WDV.
- II. Demonstrated experience working for not-for-profit and/or charitable organisations in the community sector.
- III. Demonstrated experience in leading management teams and guiding the continued development of a healthy workplace culture.
- IV. Demonstrated experience in budget development and management.
- V. Demonstrated experience in providing strategic advice to CEOs, managers and staff teams.
- VI. Capacity to effectively manage relationships and contracts with funders, partners, consultants and key stakeholders.
- VII. High level of proficiency in written and verbal communications.
- VIII. High level of self-motivation, organisation skills and attention to detail.
- IX. Experience in delivery of membership services.
- X. Lived experience of disability is highly desirable.

POSITION CLASSIFICATION: Level 5 (WHV EBA 2007 descriptors)

WHV ENTERPRISE AGREEMENT CLASSIFICATION LEVEL AND DEFINITION

- I. WHV Enterprise Agreement 2007 Level Five Classification definition is as follows:
- II. Work is likely to be in accordance with a broad plan, budget or strategy. Responsibility and broad ranging accountability for the structure, management and output of the work of others and/or functions may be involved.
- III. Work involves the exercise of significant delegated authority with decisions and actions taken having a significant effect upon the programmes or work areas being managed. The selection of methods and techniques is based on sound judgement.
- IV. Competency at this level involves the self-directed development and mastery of broad and/or specialised areas of knowledge with a range of skills. Application is to major, broad or specialised functions in highly varied and/or highly specialised contexts.
- V. Competencies are normally used independently and are non-routine. Significant high level judgement is required in planning, design, operational, technical and/or management functions.

POSITION COMPETENCIES:

WHV Enterprise Agreement 2007 core competencies for Level 5 are:

- I. Ability to link the Service's corporate strategy and the effectiveness of its program delivery. This requires constant scanning of the Service's internal and external environment for significant changes likely to affect either the original strategy or its subsequent delivery. Possible modifications would then be assessed to ensure that client service remains effective, through input from clients, management and staff.
- II. Ability to achieve work area objectives while monitoring and improving where possible financial management.
- III. Ability to focus on clients' needs by matching the Service's program objectives with present priorities and expected results.
- IV. Ability to continually promote work area objectives that are set in conjunction with staff, feedback that is given on staff performance and teamwork.
- V. Ability to effectively represent the Service through liaison and negotiation, plus developing and maintain networks to share expertise.
- VI. Ability to manage for results by allocating and monitoring resources to balance competing priorities and respond to changing ones. This requires workload to be assessed, staff to be involved and targets to be reviewed. Significant liaison would also be required with management and other resource allocation bodies.

- VII. Ability to ensure that effective change management strategy is drawn up assessed and evaluated in consultation with staff and implemented through them.
- VIII. Recognition of personal abilities and ways these could be enhanced, through feedback from others in the immediate work environment and a strategy for self-development.
- IX. Application of effective time management techniques.

PD Date of approval: 4 May 2020