# POSITION DESCRIPTION

## Director of Business Operations

## Part-time (0.8 FTE)

## 2 Year Contract

## May/June 2023 – June 2025

### 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:

* 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.

### WDV Values are:

* Equal Opportunity
* Accessibility
* Respect
* Collaboration
* Effectiveness
* Creativity
* Diversity
* Accountability

### POSITION PURPOSE

The Director of Business Operations is a member of the executive team at WDV and reports directly to the CEO. This pivotal new role is responsible for driving the business performance of WDV to achieve long-term growth and sustainability. The director is responsible for supervising operations staff and overseeing the effective management of human resources, financial, governance, communications and administration portfolios, along with information and communication technology (ICT), compliance and risk. The director will also play a lead role in implementing the strategic and operational plans.

### EMPLOYMENT CONDITIONS

Classification: **WDV Enterprise Agreement 2022**

Based on the Social, Community, Home Care and Disability Services Industry Award 2010, as of 1 July 2022.

Level 8**,** Salary Range between Pay Point 1-3 (pro-rata of $114,084 – $118,582depending on experience plus 11% Superannuation and Salary Packaging available.

Hours of Work: 0.8 FTE (60.80 hours per fortnight)

Tenure: This position is from the date of appointment until Friday 27 June 2025 and may be extended subject to funding.

Position Location: Hybrid – Melbourne CBD and working from home.

##### Probity & Compliance Requirements:

* You will be required to work in the office a minimum of 2 days per week as part of your contracted hours.
* Current consent to check and release National Police Record with a satisfactory outcome.
* All WDV employees are required to provide a COVID certificate showing that they are fully vaccinated (minimum of 2 vaccinations) or provide proof of a certified medical exemption.
* Must possess Australian Citizenship, permanent resident status or applicable work visa.
* WDV is a smoke free workplace.
* WDV meets the special measures requirements of the Equal Opportunity Act (2010) for the remedial purpose of promoting or realizing substantive equality for women and women with disabilities.

### POSITION OBJECTIVES

This position is responsible for:

* Leading the Operations Team and building organisational capacity, capability and sustainability to support the effective delivery of the WDV strategic and operational plans.
* Contributing expertise and leadership across the organisation towards the achievement of WDV’s strategic priorities.

### KEY RESPONSIBILITIES

**Oversee the development and delivery of high-quality internal systems and processes to support delivery of the WDV strategic plan.**

* Lead the development, implementation and evaluation of a business operations work plan.
* Develop, manage and maintain operational partnerships, including partnership agreements and contracts, in conjunction with the CEO and leadership team.
* Oversee financial management and accounting services, including monitoring income from funding bodies.
* Contribute to the development and monitoring of program expenditure in tandem with the CEO, Director of Policy, Advocacy and Community Engagement (Director of PACE) and the Board.
* Oversee funding applications and proposals and prepare funding submissions and acquittals in tandem with managers.
* Provide oversight for the effective implementation of human resource administration, remuneration systems and personnel management, including compliance with the WDV Enterprise Agreement 2022.
* Provide oversight for payroll services and related areas, including salary advice, fringe benefit tax and Workcover calculations, and superannuation payments.
* Oversee ICT planning, implementation, monitoring and review.
* Lead continuous improvement and implementation of WDV’s occupational health and safety systems, policies and procedures to ensure a healthy and safe workplace.

**Provide advice to the Board, Treasurer and Executive team regarding WDV’s financial wellbeing and business performance.**

* In conjunction with the Financial Accountant, prepare and/or monitor financial reporting, analysis and forecasting to the Board, Finance and Risk Committee and executive team as required in relation to the budget and other agreements with funding bodies and partners.
* Provide oversight of timely and accurate governance advice to the CEO and Board.
* Prepare capital expenditure proposals for CEO and Board review.
* Provide support and expertise to the Board, Finance and Risk Committee and executive team in the formulation of annual budgets and mid-year reviews.
* Provide support and secondary consultation to the leadership team to support business planning and needs identification and provide expertise and advice to staff in the development of funding submissions.
* Maintain awareness and provide recommendations to the Board and executive team of the changing external environment to identify risks and opportunities for the future to support WDV’s ability to achieve growth and sustainability.

**Management and Monitoring**.

* Provide leadership in ensuring WDV’s programs are compliant with key organisational, legislative and funding body standards and requirements.
* Lead the development and monitoring of appropriate organisation-wide protocols, policies and procedures required to ensure sound business management.
* Monitor the organisation’s compliance with its constitution, relevant legislation, regulations, standards, policies and procedures, service agreements, memorandum of understandings and partnership agreements.
* Oversee compliance for financial, accounting, payroll, superannuation and industrial relations matters, including the timely approval of payroll and accounts payable.
* Oversee maintenance of accurate human resource files and documentation in a manner that will meet all legislative obligations.
* Ensure early identification and ongoing management of risks to the organisation through implementation and monitoring of WDV’s risk management framework and emergency management planning.

**Provide leadership in the development, implementation and review of WDV’s community engagement activities.**

* Work with managers and staff to develop, implement and monitor an engagement plan that articulates with the organisational engagement strategy.
* Oversee the development of robust and effective approaches to membership and community engagement with diverse communities, user groups and individuals.
* Proactively work with the WDV communications staff to develop and implement creative, effective campaigns to leverage, promote and support WDV’s strategic priorities.
* Support the communications team in the development of an advocacy strategy in tandem with the Director of PACE.
* Oversee the production and distribution of key written and electronic communication materials.
* Oversee the management of events including the annual general meeting, program launches and high-level organisational events.

**Infrastructure and Information Communications Technology**

* Provide strategic direction and support for:
* Management of leases and premises.
* Delivery and improvement of ICT systems and strategies.
* Delivery and improvement of records management.

**Provide effective human resource management for the business operations team, fostering a collaborative culture in line with organisational values.**

* Recruit and induct direct reports.
* Engage in and provide regular supervision to direct reports tailored to their professional and programmatic support needs.
* Undertake regular reviews and annual performance development and action planning of direct reports to encourage their professional development.
* Ensure concerns about staff performance and/or behaviour are dealt with in a timely manner, supporting staff to improve performance and/or resolve any concerns.
* Monitor team leave entitlements, including personal and annual leave and flexitime.
* Facilitate regular team meetings to support the team and enhance their ability to provide collaborative, efficient and effective operational services.
* Lead and engage in activities and behaviours that actively promote a positive workplace culture in line with WDV’s values and strategic priorities*.*

**Provide leadership to shape the future direction and enhance sustainability of WDV’s work.**

* Contribute to the development and implementation of WDV’s strategic plans.
* Work closely with the CEO to prepare a business development plan that identifies key actions to enhance organisational financial sustainability.
* In collaboration with the CEO, develop and maintain appropriate relationships and alliances with funding bodies, and the philanthropic and corporate sectors to identify and pursue funding opportunities.
* Identify internal and external risks and opportunities, providing recommendations to support WDV’s ability to diversify revenue streams and achieve growth and sustainability.
* Support program managers in scale up of programs at state level.
* Collaborate with the Director of Policy, Advocacy and Community Engagement to identify current and emerging trends that impact on joint areas of responsibility.
* Foster new relationships, in collaboration with other members of the executive team, to diversify funding sources and improve business sustainability.
* Work with the CEO and leadership team to develop a workplace culture that reflects the values and aspirations of the organisation.

**Provide effective leadership to ensure collaboration and integration across and between WDV programs.**

* Oversee the development and implementation of organisation-wide initiatives and events to enhance reciprocal engagement with our members.
* Build, lead and actively participate in cross-program initiatives to facilitate links within and between teams and the whole organisation.
* Actively work to progress organisational continuous quality improvement and risk management frameworks.
* Oversee the continued development of a reflective learning organisation committed to strategic and operational planning, setting performance objectives, professional development, policy development and review, evaluation, risk identification and risk management.
* Act as a key member of the WDV executive team, supporting the CEO and acting in the role of CEO as required from time to time.

### GENERAL RESPONSIBILITIES

The following responsibilities are required to be carried out and apply to 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.
* Adhere to WDV file saving protocols and use WDV SharePoint and employee OneDrive cloud based document management system.
* Have an 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 Enterprise Agreement
* Health safety & wellbeing requirements:
  + Participate in and contribute to occupational health safety and wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors.
  + Comply with WDV OHS policies and procedures to participate in the achievement of a safe working culture.
  + Follow OHS standards, and raise any concerns in the appropriate manner.

### OHS ADVICE FOR THIS POSITION

1. This position may require the following duties to be carried out:

* Setting up of IT, audio-visual and accessibility equipment
* Extended time in front of screens and sitting at desks.
* Occasional overnight travel for training delivery or attending conference or events.
* Coordination of setup and delivery of training, meetings and other events
* This position will require sustained periods of sedentary work. Adjustable desks are provided in WDV offices.

1. 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.

### ACCOUNTABILITY

The Director will:

* Provide performance reporting to the WDV Board on operational objectives, finance, HR, risk and compliance.
* Provide timely reports to government and philanthropic funding bodies against agreed deliverables.

### ORGANISATIONAL RELATIONSHIPS

#### **Internal Relationships**

* This position reports to the CEO and works closely with the Director - Policy, Advocacy and Community Engagement.
* The Human Resources Manager, Financial Accountant, Administrative Support Officer, and Marketing Coordinator and Membership Engagement & Communications Officer reports to this position.

#### **External Relationships**

* Build and maintain effective relationships with key stakeholders, funding bodies and strategic partners.

### KEY SELECTION CRITERIA

## Please address each KSC individually. Your application will only be considered if you respond to all KSC.

1. A demonstrated commitment to the values and principles underpinning WDV.
2. Tertiary qualifications in commerce, accounting or a business-related discipline, with an MBA degree held in high regard.
3. At least seven years’ experience in business leadership and development, funding monitoring and compliance, including demonstrated experience in supporting successful funding applications.
4. Significant demonstrated skills and experience in supervising and leading teams for the successful achievement of program goals and tasks, and continued development of a healthy workplace culture.
5. Exceptional skills in development and management of effective and collaborative internal and external working relationships.
6. Demonstrated experience and/or knowledge of the not-for-profit sector and policy areas relating to the organisation’s priorities highly desirable.
7. Ethics, integrity and excellent interpersonal and high-level communication skills that support the capacity to lead, inspire and develop staff, and promote and represent WDV.
8. Highly developed conceptual and analytical skills and the ability to write high-level reports and submissions.
9. Sound computer skills including use of data base applications.
10. Lived experience of disability is essential.

### Social and Community Service Employee Levels

You can find a copy of the WDV Classification Structure on employee levels attached to the Job Advertisement on our website.

For further details about the position, please contact Vikki Cummings, HR Manager at [recruitment@wdv.org.au](mailto:recruitment@wdv.org.au)

**PD Approved:** March 2023