



ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE INC

Operations Manager

POSITION DESCRIPTION

Position Title and Program Designation:	Operations Manager
Status:	Permanent Part Time
Work Hours:	64 hours per fortnight
Pay Award and Classification:	SCHCADS Award Level 6

Although there is some flexibility in working hours, it is expected that as far as possible this position is worked 8 hours per day, 8 days per fortnight, covering the service hours of 9.00am-5.00pm Monday to Friday. Specific start and finish times and workdays will be negotiated with the CEO, with reference to the employee's needs, the needs of the Program team, and the wider organisation. This position will require some after-hours or weekend work, as directed by the CEO and/or Management Committee.

FUNDING

This position is contingent on recurrent funding from the Queensland Department of Justice and Attorney General and the Department of Housing. Should funding be discontinued employees of the service will be advised with as much notice as possible and obligations under the relevant Award/Agreement/legislation fulfilled.

REPORTING AND ACCOUNTABILITY

The **Operations Manager** is directly accountable to the Program and Practice Director, and indirectly accountable to the CEO and Zig Zag Management Committee. Positions which directly report to the **Operations Manager** (and collectively referred to as the Operations Team) are the Brisbane North and Brisbane South Operations Workers.

All employees are expected to engage in supervisory processes and to be accountable for all aspects of their work at Zig Zag.

OPERATIONS TEAM OBJECTIVE

The **Operations Manager** position will work collaboratively and supportively with the Operations Team to develop a supportive and safe work environment that can enable high quality direct service delivery functions, and that administers resources in a manner that is efficient, effective, equitable and accountable. The Operations team achieves this through supportive and valuing approaches to human resource management; efficient management of administrative resources; effective and safe storage of organisational data and records; implementation of financial processes that reflect a high level of transparency and accountability; and supporting and resourcing the Management Committee in their governance role.

POSITION OBJECTIVE

The **Operations Manager** position is responsible for:

- Overall coordination and delivery of general and executive administration systems and services to support Zig Zag's service delivery and governance with the Operations Team.
- Provision of internal support and supervision, and performance appraisal and planning of staff within the Operations team.
- Coordination of Zig Zag facilities and operational sites, including the establishment, maintenance and functionality across service delivery and community hire locations.
- Coordination of compliance auditing and continuous improvement plans for Zig Zag (e.g., Human Services Quality Framework (HSQF) audit scheduling, annual Housing Service Reviews, legislative compliance reviews).
- Review and development of organisational policies and procedures in preparation for review by the Management Committee's Policy Subcommittee and/or Management Committee ratification.
- Development of project / small grant funding submissions, external reports and correspondence; and reporting and acquittal of successful bid/tender and grant applications, in collaboration with the CFO where appropriate.
- Support the achievement of operational, organisational and strategic objectives by providing professional, high level administrative, financial and executive support to the CEO and CFO.

The **Operations Manager**, as all employees, is required to work within the bounds set by the Zig Zag mission statement, philosophy, and practice framework. All employees are required to implement and adhere to the guidance provided by Zig Zag policy and procedures. This involves a commitment to:

- utilising intersectional feminist and social justice principles in practice and human resource management;
- working within a self-management framework;
- actively contributing to teamwork and team care;
- utilising collaborative decision-making processes, which requires a high degree of participation, communication, and personal responsibility; and

- utilising consultative and transparent processes.

PRIMARY DUTIES

1. Office Management and Administration Coordination

- Ensure efficient and effective office management and support is maintained across all Zig Zag service sites by carrying out planning and implementation of equipment procurement, layouts and office systems.
- Design, implement and maintain general office filing systems which ensure the currency of information and data in relation to the organisation's records, client and staff records and governance records are maintained, current, and safeguard their security and confidentiality.
- Facilitate all building and resource maintenance (excluding Department of Housing maintenance items) across all service sites, suppliers (including trade accounts), Work Health and Safety coordination, motor vehicle maintenance and registration, IT equipment, keys, and other general office maintenance and planning.
- Develop and oversee the implementation and evaluation of Zig Zag's administration and reception functions, systems, policies and procedures to optimise efficiency, provide support to the service delivery teams and support the achievement of quality outcomes for clients.
- Provide administration orientation and induction to all new workers, students, volunteers, and contractors, including assistance to the CEO in the preparation of induction of new Management Committee members and general preparation of human resource management documents as guided by the CEO.
- Manage internal and external correspondence as delegated by the CEO which may include bid/tenders, grant submissions, external reports and general correspondence within timeframes.
- Contribute to the development, implementation and monitoring of organisational systems, policies, procedures and processes to guide the operations of the office.
- Provide auxiliary and overflow support to the CEO, CFO, PPD, and Operations and Administrative Support Workers.

2. Windsor Community Centre Coordination

- Develop and maintain systems for the operations and coordination of hiring and facility-related processes of Zig Zag's service site - Windsor Community Centre (WCC), including its security, work health and safety compliance, maintenance requirements, hiring, and communications.
- Develop, oversee and continuously improve an effective risk management system for the WCC.
- Oversee stakeholder communications regarding the WCC and undertake high-level and escalated communications where appropriate.

- Act as community liaison as required, including for out of hours events where necessary.
- Support the implementation of strategic and fundraising projects centred on the WCC.

3. Managerial Supervision

- Provide induction, training, support and supervision to the Operations Team, and work collaboratively to address any organisational issues identified.
- Monitor the performance of the Operations Team and address any performance issues in a respectful and professional way and in a way that enhances the delivery of high-quality services to young women.
- Conduct regular performance appraisal and planning processes with Operations Team staff.

4. Governance, Risk and Compliance

- Support the CEO and CFO as requested with governance, legal, and compliance document management, including administering organisational records, human resources, organisational registers and reports, and business continuity planning.
- Coordinate compliance auditing and continuous improvement plans (e.g., Human Services Quality Framework (HSQF) audit scheduling, annual Housing Service Reviews) as well as undertake and review compliance planning and report to the PPD and CEO as appropriate.
- Coordinate and monitor Zig Zag's compliance with obligations in relation to warranties and insurance and ensure that insurances are appropriate for Zig Zag's level and areas of assessed risk in consultation with the CEO, CFO and Management Committee.
- Coordinate general Work Health and Safety and risk management planning and registers across all Zig Zag service sites, including annual fire extinguisher servicing for office premises, annual fire safety, critical incident response training, and first aid training for workers.
- Conduct regular monitoring to ensure organisational legislative compliance in relation to general workplace practices.
- Review and develop organisational policies and procedures in preparation for review by the Management Committee's Policy Subcommittee and/or Management Committee ratification.
- Coordinate executive administrative tasks for the Management Committee including the preparation of annual reporting to the Office of Fair Trading, event planning related to the Annual General Meeting (AGM) and other community meetings/events in consultation with the CEO and Management Committee.

5. Small Grants and Special Projects:

- Lead and/or contribute to the development and implementation of special projects and/or organisational events to support the achievement of organisational strategic and operational objectives.

- Develop project / small grant funding submissions, external reports and correspondence; and reporting and acquittal of successful bid/tender and grant applications.

6. Organisational and Team Participation.

Zig Zag is a feminist organisation that uses collaborative decision-making processes. Many operational and service delivery-related decisions are made within the Operations team and the wider staff team. The **Operations Manager** requires a high degree of skill in collaborative decision making. Each team member is expected to foster and maintain a supportive and open team environment through the consistent use of open and respectful communication.

The following list identifies tasks that the **Operations Manager** is expected to participate in with respect to the general operations of the organisation:

- Prioritise participation in staff meetings, reflective practice, and whole of staff group supervision and team building activities:
- Actively participate in accessing external supervision and professional development and training as required/appropriate and negotiated with the PPD.
- Actively embracing a team culture that is supportive, accountable, transparent, and self-reflective, and which supports a high level of ethical practice.
- Represent Zig Zag and its programs appropriately and professionally to the community.
- Advocate on behalf of Zig Zag as determined by the staff and/or Management Committee.
- Participate in organisational planning, review, and evaluation, including strategic and operational planning.
- Participate in human resource processes as required (e.g., recruitment processes, student supervision).
- Where possible and appropriate, be actively involved in project development including the acquisition of funds.
- Provision of input into the development of funding body service agreements, as required.
- Collection of relevant reporting data for the funding body and completion of other reporting requirements including monthly reports to Management Committee and Program input into the Annual Report of the Association.
- Development of collaborative, purposeful, and respectful relationships with workers and actively participate in collaborative decision-making.
- Participation in the evaluation and documentation of the work undertaken.

ESSENTIAL REQUIREMENTS

- Tertiary qualification in a relevant discipline (e.g., human services, community services, business administration, or management).
- Minimum 3 years of relevant administration coordination and operational management experience (community services sector experience highly advantageous).
- Current 'C' class driver's license.
- Possession of a current Working with Children Blue Card.
- High level of computer literacy, including working knowledge of standard Microsoft Office 365 suite + systems, experience in Xero advantageous.

KEY SELECTION CRITERIA

1. Demonstrated knowledge, experience, and skills in the coordination and delivery of general and executive administration systems and services.
2. Demonstrated knowledge, experience, and skills in coordinating compliance auditing and continuous improvement plans within human services (e.g., Human Services Quality Framework (HSQF), service reviews, legislative compliance reviews).
3. Demonstrated knowledge, experience, and skills in reviewing and developing organisational policy and procedures.
4. Demonstrated knowledge, experience and skills in the development of funding submissions/bids/tenders; and the planning, delivery, evaluation and reporting of funded programs and projects.
5. Demonstrated knowledge and commitment to utilising an intersectional feminist approach to leadership, support and supervision of staff, with high level interpersonal communication skills, and active participation in collaborative decision-making processes.
6. A sound understanding, or a clear commitment to achieving a sound understanding, of a diverse range of issues relevant to young women from diverse backgrounds who may be affected by sexual assault and/or homelessness.
7. Excellent time management, administrative, and organisational planning skills and initiative applied to work responsibilities, as reflected in an ability to learn quickly, to work flexibly, and to function well autonomously, and in collaboration with the team.