



Operations Support Manager

Position Description

Reporting to:	Queensland Director	Work location:	Brisbane
Department:	54 reasons	Budget holder:	No
Team:	Senior Management Team	Direct reports:	Yes

About 54 reasons

54 reasons is Australia's leading child rights organisation, proudly part of the Save the Children Australia Group and global movement. We're here to make sure that everyone understands their rights. So that children and young people have their rights met and thrive, in all their diversity.

We champion the children, young people and families we work with. We are inspired by the curiosity and creativity of children, and motivated by the love of those who care for them. With the child's voice at the centre, we provide quality services to children and their caregivers, advocating with them so that children develop, learn, and are connected, safe and confident.

Our people are proudly local, and as diverse as the communities we serve - in every state and territory, and across regions, remote areas and capital cities. With operations in every state and the NT, our services span the early years and school engagement, youth justice, domestic and family violence and family support, and our practice is grounded in child rights and participation.

Role Purpose

The key focus areas for the Operations Support Manager are to:

- Lead a team in providing quality support to the business unit and stakeholders to ensure the delivery of projects and business strategy
- Provide effective leadership to a team of administration employees; including the provision of development, capability building and performance management at all stages of the employee lifecycle, with a focus on developing strong and sustainable teams
- In consultation with the functional Senior Management Team, strengthen, streamline and design effective processes ensuring compliance and risk management and response
- Collaborate with the state leadership team and Finance and group operations teams to ensure state/territory-based compliance and adherence to organisational process and policy
- In consultation with the state/territory leadership team, ensure effective processes are in place to identify, manage, monitor and support response to risks to program /service delivery, quality, staff wellbeing and Child Safeguarding

Key Areas of Accountability

Operations support

- Support the development, implementation and review of the strategy and operating plan
- Manage and deliver key projects/ initiatives helping to engage and support regional teams
- Provide high level executive support to the State/Territory Director/s
- Collaborate with Save The Children group functional teams to strengthen and streamline key operational functions and processes such as budgeting, implementation planning, fleet management, property management, contract compliance reporting and operational risk management
- Coordinate and provide support to state/territory based and national audits in collaboration with internal departments and external representatives
- Support the state/territory leadership team to ensure smooth onboarding processes including equipment, access, meeting with key stakeholders and understanding of systems are in place for new employees
- Coordinate 54 reasons' local emergency management preparedness and response activities
- Coordinate reporting and other compliance deadlines internally and externally



- In conjunction with Finance and the team, support the implementation of an effective budget monitoring process
- Provide business development coordination and support to state/territory leadership teams. This will include working with internal and external stakeholders in a supporting capacity
- Assist in the development of proposals and budgets for Governments, Corporates and philanthropic donors

Leadership

- Actively lead, develop and assess team performance, ensuring adherence to organisational policy and procedure, and organisational requirements, throughout all stages of the employee lifecycle
- Role model and facilitate a learning culture by proactively maintaining knowledge of relevant research, the network's programmatic themes and opportunities to enhance team skills and capability

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied
- Ensure staff have completed all required training and have up-to-date background and working with children checks
- Lead and promote a culture of strong governance promoting employee health, safety and security and operational risk management

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with [Child Safeguarding Policy](#) and [Code of Conduct](#)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes
- Ensure staff have completed background checks and are trained in child safeguarding in line with organisational and program requirements

Person Specification

Essential knowledge or experience

- Highly developed verbal and written communication skills and the ability to work across organisational boundaries
- Demonstrated ability to lead and manage projects across remotely located working environments
- Experience working autonomously in a coordination role, prioritising, problem-solving and multi-tasking
- Extensive experience managing and leading high-performing teams in a remote setting with a focus on performance, learning and team development
- Experience working with employees and stakeholders from diverse backgrounds including low socio-economic groups, young parents, and socially and/or geographically isolated families
- Ability to support business process improvement effectively engaging with a variety of stakeholders
- A solid understanding of the sector
- Strong knowledge across the full suite of Microsoft Office applications with the ability to learn new systems and applications

Desirable qualifications and/or accreditations

- Degree in business administration, project management or related field, or extensive experience

Additional Information

- Any offer of employment at 54 reasons will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- 54 reasons is an Equal Opportunity Employer

Driver's Licence: Preferred

Travel: Some intra and interstate travel is required

Working with Children Check: Required

Assets: Laptop/other