

Climate Change Division, Head of Operations

Reporting to:	Director, Climate Change Division	Work location:	Global
Department:	International Programs	Budget holder:	No
Team:	Climate Change Division	Direct reports:	3

Role Purpose

In this position, you will provide high quality support and leadership to the Climate Change Division's (CCD) operations team. This will focus on ensure on-going improvement of operational delivery of the team's climate-related pipeline of business opportunities and oversight and management of existing and future projects. This role reports to the Director of the Climate Change Division. The Division is global (from the UK to Australia) and fully-remote; the role is open to candidates based anywhere with access to an international airport, and strong and consistent internet access.

Key Areas of Accountability

You are someone who demonstrates ability to thrive in a matrix management environment. Highly developed interpersonal and communication skills including influencing, negotiation and coaching. This role suits those who are motivated by having significant social impact, with strong business acumen. You will be determined to make a difference.

Role requirements

- Support and manage a review of the Green Climate Fund (GCF) account strategy in 2024 to inform updates to the operating and financial model as part of the target operating model process
- Lead the development and implementation of a CCD target operating model (TOM) that defines and strengthens critical services and processes, addresses capability gaps, clarifies roles and responsibilities (RACI), incorporates performance frameworks, strengthens risk management practices and supports the creation of GCF-specific scale efficiencies.
- Set up and manage a system for operational oversight and monitoring of the delivery of the GCF portfolio
- Support the effective management of the GCF Account Partnership Model by convening key inter-member partners in an effective governance model that supports proactive decision-making, builds capability across Save the Children, and delivers against our Strategy.
- Lead all GCF-related accreditation activities, including an upgrade of Save the Children's accreditation categorisation in 2024.
- Lead the improvement of existing knowledge management systems and processes that support capability building across the GCF Account Partnership and contributes to enhancing efficiencies, compliance, and risk management across the Portfolio.
- Create an agile environment that delivers continuous improvement within CCD, where team members are accountable, and their development is supported.

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
- Show leadership towards health and safety awareness and improvements

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 the Child Safeguarding Code of Conduct and child safeguarding and protection policies and standards (click [here](#) to view further details)
- 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

- Experience managing operations and systems, with a focus on Lean/continuous improvement
- Experience of international development systems, institutions, donors, and best practices
- Strong skills in interpersonal communication, collaboration and facilitation
- Ability to work under pressure and to tight deadlines

Desirable knowledge or experience

- Experience developing and deploying a target operating model (TOM)
- Exposure to and understanding of Agile project management principles

Required qualifications and/or accreditations

- At least 5 years' experience in senior leadership and management experience with international NGOs

Additional Information

- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and 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
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence: Not required **Travel:** Minimal travel required

Working with Children Check: Required **Assets:** Reliable & consistent internet access