

POSITION DESCRIPTION

DIRECTOR, OPERATIONS

Position Title: Director, Operations	Department: Operations
Reports To: Chief Executive Officer	
Direct Reports: Business Support Lead, Finance Lead, Finance and Systems Officer, Business Systems Officer	Location: Darlinghurst
Position Purpose: The Operations Director is responsible for strategic management and oversight of NCOSS's business operations and systems ensuring the efficient and effective day-to-day operations of NCOSS. This includes strategic oversight and management of the organisation's finances, human resources, compliance and governance obligations, information technology, administrative systems and facilities, ensuring alignment with the organisation's strategic goals and compliance requirements. The Operations Director supports the CEO and the Board in building and maintaining a strong governance framework and operational foundations that support the organisation's mission and impact. The Director of Operations manages the Operations Team and will also act as the Company Secretary (if appointed by the Board).	Position Dimensions Industrial Instrument: NCOSS EBA 2016 Delegation authority: Refer to the Delegations Policy

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Key Accountabilities	Key Activities
1. Strategic Operations Management and Business Improvement	<ul style="list-style-type: none">• Develop and implement operational strategies and plans that support the organisation's strategic goals.• Manage All Hands meetings which support effective internal systems, collaboration and changes processes• Manage agenda and papers for Management Team and Quarterly Business Review meetings• Provide strategic advice to the CEO and senior leadership team on operational matters.• Identify and manage implementation of business system improvements and operational change to enhance efficiency and effectiveness.• Oversight and drive the implementation and use of tools and systems adopted by NCOSS• Ensure the NCOSS's operational systems and processes are aligned with best practices and current legislative and regulatory compliance requirements.• Oversee strategic planning review and reporting processes and support the CEO to translate the Board's strategic priorities into action, ensuring alignment across all teams and continuous improvement• Develop and manage operational budgets, ensuring cost-effectiveness and resource optimisation.• Identify opportunities for additional and alternative revenue generation.

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2. Financial Management	<ul style="list-style-type: none">• Oversee the development and management of the organisation's financial systems and processes.• Ensure accurate and timely financial reporting in line with Australian accounting standards, including budgeting, forecasting, and financial analysis.• Manage the organisation's financial risks and other risks framework and ensure compliance with financial regulations.• Oversee the annual audit process and ensure timely submission of financial and regulatory reports.• Lead the development and implementation of financial policies and procedures.• Manage financial projects and activities as required by the Board, Audit and Risk Committee and the CEO.

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3. Human Resources Management	<ul style="list-style-type: none">• Develop and implement HR strategies and policies that support the NCROSS's workforce needs.• Establish, maintain and oversight implementation of recruitment, onboarding and induction policies, guides and processes, supporting directors and CEO.• Oversee performance management systems and processes.• Ensure compliance with employment legislation and best practices.• Foster a culture of innovation, continuous improvement, cultural humility and inclusion, and evidence-based decision-making.• Drive staff development and capability building by identifying priority needs and facilitating training, peer-based learning and other learning events for the NCROSS team, as well as promoting training and development opportunities• Manage employee relations and resolve workplace issues.• Assist with the development and execution of succession plans to ensure operational continuity.

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4. Information Technology Management	<ul style="list-style-type: none">• Develop and implement an IT strategy that supports the organisation's operational and strategic needs.• Oversee the management of IT infrastructure, systems, and security.• Ensure IT systems, policies and procedures are fully documented and regularly updated.• Ensure the organisation's data is secure and protected.• Manage IT vendors and contracts.• Manage the implementation and maintenance of effective IT support services.• Monitor the environment and sector for future opportunities and threats for NCOSS.• Explore and manage opportunities for technological innovation within NCOSS which manage risk and facilitate staff engagement.
5. Administration, External Providers and Facilities Management	<ul style="list-style-type: none">• Oversee the efficient management of the organisation's office facilities and equipment.• Ensure compliance with health and safety regulations.• Manage contracts and relationships with external business service providers.• Strategic management of effective record management systems.• Oversee the filing and maintenance of statutory documents.• Manage systems and processes that ensure accurate and secure records and databases are maintained.

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6. Team Leadership and Management	<ul style="list-style-type: none">• Provide strategic leadership and direction to the Operations Team which is aligned with NCOSS's strategic plan.• Manage and develop Operations Team members, fostering a culture of collaboration, innovation, and excellence.• Manage Operations Team performance and ensure the delivery of high-quality outputs within deadlines and budgets.• Recruit, train, and retain talented operations professionals.• Foster a safe, inclusive, and positive work environment.• Deliver timely and accurate reports to the CEO and Board on the team's performance and activities.• Ensure team plans, activities and resource allocation are ethical and aligned with NCOSS's mission and values, relevant legislation and organisational policies.

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7. Governance & Legal	<ul style="list-style-type: none">• Ensure the organisation complies with all relevant legislation, regulations, and governance codes.• Maintain and update statutory and regulatory registers and records.• Advise the CEO & Board on corporate governance best practices and emerging trends.• Ensure the organisation's constitution and by-laws are up-to-date and adhered to.• Manage the organisation's risk and compliance framework.• Oversee the organisation's insurance portfolio.• Manage correspondence related to governance and compliance matters.• Manage development and delivery of the NCROSS Annual Report• Provide expert advice to the Board and management on legal and regulatory matters.• Monitor and analyse changes in legislation and regulations that may impact the organisation.• Manage relationships with external legal counsel.• Ensure the organisation's contracts and agreements are legally sound.• Advise on matters related to intellectual property, data protection, and privacy.

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8. Support corporate governance	<ul style="list-style-type: none">• Serve as the Company Secretary if appointed by the Board.• Organise and manage Board and Committee meetings, including preparing agendas, submissions, papers, and minute-taking.• Manage papers and processes for the Annual General Meeting and election of Board Directors.• Manage and maintain a compliance calendar to keep the Board, CEO and Directors informed of compliance and reporting obligations• Manage development and internal monitoring of NCROSS's commitments under funding agreements, ensuring reporting and other obligations are met and CEO and directors are aware of key deliverables and timeframes• Ensure timely distribution of Board papers and information.• Maintain accurate and confidential records of Board and Committee proceedings.• Manage the Board's induction and professional development program.• Assist with the recruitment and onboarding of new Board members.• Manage the Board's evaluation process.

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9. Member and Stakeholder Relations	<ul style="list-style-type: none">• Manage membership related policies and processes, including overseeing annual membership renewal processes• Oversight implementation and improvements to NCSS's Customer Relations Management system including Business Rules and uptake by staff• Lead development and updating of sector and member resources on the NCSS website• Facilitate communication with members and stakeholders on governance and membership matters.• Manage membership engagement activities and events• Respond to inquiries and complaints from members and stakeholders on governance and compliance matters.

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Qualifications and Experience

- Bachelor degree in Business, Management, or related field (or equivalent work experience).
- At least 5 years' experience in a relevant role.
- Proven experience in financial management, strategic planning, and risk management.
- Experience in working with Boards and providing governance support, including secretariat services.
- Leadership experience in managing people and operational excellence.

Other Requirements

- A National Criminal Records Check is a requirement for this role

Core Competencies for the Director, Operations

1. Operational and Organisational Management

- Proficient in managing day-to-day operations and aligning organisational resources with NCROSS's strategic goals. Ensures operational systems are efficient and effective.

2. Strategic Thinking and Decision-Making

- Exhibits strategic thinking in managing operations, aligning resource allocation and governance practices with long-term organisational objectives.

3. Ethical Integrity and Commitment to Mission

- Ensures that operational decisions reflect NCROSS's values and commitment to social justice, maintaining the highest ethical standards.

4. Financial Stewardship

- Demonstrates effective financial management, overseeing budgeting, reporting, and financial forecasting to ensure NCOSS's financial sustainability.

5. Problem Solving and Innovation

- Takes a creative approach to operational challenges, identifying and implementing innovative solutions that enhance organisational efficiency.

6. Communication and Interpersonal Skills

- Communicates effectively with staff, the Board, and external stakeholders, ensuring clarity in governance and operational management.

7. Cultural Humility and Inclusivity

- Shows respect and understanding for diverse perspectives and ensures inclusive practices in all interactions. In particular, ensures communications are accessible and aim to be culturally appropriate.