

POSITION DESCRIPTION
Operations, Risk and Compliance Manager

Position title	Operations, Risk and Compliance Manager
Reports to	CEO
Program	Weave Leadership Team
Responsible for	The Operations, Risk and Compliance Manager leads all aspects of the operational side of the organisation and owns the risk and compliance functions in close partnership with the CEO.
Supervises	IT Coordinator
Location	Main base is the Weave Woolloomooloo Office. In order to provide support across Weave sites, time will also be spent at Weave Head Office Waterloo, Weave Women & Children's Centre in Waterloo, Weave Kool Kids Program Office Malabar, Tutoring Program rooms at Waterloo Library and any future Weave sites as required
Hours	Full time (5 days per week/35 hours per week) or 63 hours per fortnight (9 days per fortnight) negotiable
Status	Permanent (all positions at Weave are dependent on continued funding)
Award	Social Community Home Care and Disability Services Industry Award 2010 (SCHADS)
Remuneration	SCHADS SACS Level 7 Paypoint 1-3 depending on qualifications and experience. Weave pays above the SCHADS Award hourly rate. <ul style="list-style-type: none"> • Plus Superannuation @ 11% • Plus Annual Leave Loading of 17.5%
Benefits	<ul style="list-style-type: none"> • Generous salary sacrifice • Above Award hourly rates based on a 35 hour week • Bonus paid leave days over Christmas and New Year

SUMMARY OF POSITION:

The Operations, Risk and Compliance Manager is responsible for designing, implementing and improving the systems and processes that support Weave staff to work safely and effectively with clients and community members by managing the effective and efficient functioning of day to day operations including site and vendor management across Weave sites, workplace health and safety, maintenance, repairs, renovations, equipment, vehicles etc. The Operations, Risk and Compliance Manager owns the risk profile for the organisation and ensures that Weave is compliant with all

relevant legislation and regulations, maintains accreditation and manages the development and review of policies procedures and key processes. This is a key role in the organisation that contributes to the overall business strategy, smooth running and sustainability of Weave, and provides support and guidance to employees across the organisation.

KEY RESPONSIBILITIES

Risk and Compliance

- Manage health and safety issues and compliance across all Weave sites
- Establish and manage a WHS program including WHS risk register, incident register, assessment and audit tools and reporting framework
- Complete additional risk assessments in relation to WHS issues as required (eg Covid 19 risk assessment)
- Ensure there are designated First Aid Officers and Fire Wardens at all Weave sites and ensure they maintain any relevant training and current certification
- Manage the overall organisational risk profile and risk register in consultation with CEO and Audit and Risk Committee
- Manage and conduct regular reviews and audits of all key sites, assets, resources, facilities, registers, vendors (eg cleaners), systems and processes across Weave and design and implement system improvements and new systems and processes where needed
- Review and manage the Compliance Register and ensure that all legal and regulatory responsibilities are monitored and met in a timely, effective and comprehensive manner, including keeping abreast of changes to requirements and advising the CEO of these
- Ensure relevant insurance policies are in place, current, economically competitive and meet the needs of the organisation.
- Prepare WHS reporting for the CEO and Board as required.

Continuous Quality Improvement

- Manage the development and review of Weave policies, procedures and key processes.
- Responsible for leading Weave's accreditation process to ensure Weave maintains accreditation under AES standards

Facilities and Operations

- Manage all day-to-day logistical operations of Weave, including keys, vehicles, stationary, office supplies, insurances, leases, facilities management, building maintenance, cleaners, rubbish collection, mail, printer admin, storage etc. across all Weave sites including vendor and contract management.
- Oversee procurement and contract management for services and facilities
- Coordinate site meetings, working bees etc to maintain sites and premises in good working order and work with the Leadership Team and Program Managers to create a high quality look and feel at all Weave sites.

- Ensure staff have all the required equipment and appropriate work spaces to do their jobs and that these are in good working order.
- Organise regular stock takes of Weave resources across the sites and develop a shared inventory to avoid duplication and waste and to ensure efficient use and sharing of resources.
- Work with HR Manager and IT Coordinator to ensure a smooth onboarding and offboarding process for staff.
- Work with the HR Manager to arrange induction of new Weave staff members and students around Operational systems and processes.
- Manage and follow up on incidents relating to buildings and vehicles, and data breaches and maintain the Incident Register in relation to these types of incidents.
- Establish a centralised Operations/Facilities calendar both site by site and organisation wide.
- Provide management and support for contractors and other temporary external support from time to time as required.
- Work with other Weave leaders to organise and drive whole of Weave Staff Meetings, Team Building Days and Wrap Up Parties, and ensure that all practical requirements are in place to ensure the smooth and efficient running of these.
- Assist in raising Weave's profile by promoting the unique service offerings and impact of Weave to external stakeholders, Government, corporates and philanthropists etc.
- With CEO and Leadership Team contribute to development and implementation of organisational strategy and operational plans

IT Infrastructure

- Provide line management, guidance and support to IT Coordinator
- Lead IT strategy, planning and budgeting process
- Represent IT development and prioritisation on the executive team and promote integration of IT and digital marketing/fundraising functions at Weave

GENERAL RESPONSIBILITIES OF ALL WEAVE STAFF:

- Work as part of the wider Weave team displaying effective team membership and upholding the Weave values at all times.
- Participate in Weave staff meetings, retreats, planning days, training and performance appraisals as required.
- Perform all duties in accordance with the Weave Code of Conduct and Weave policies and procedures.
- Maintain a commitment to EEO policy and WHS safety standards, ethical practice principles and a commitment to the principles of cultural diversity.
- Take responsibility to ensure Weave is a warm, inviting and hospitable environment for everyone to enjoy; treat people like you would if they were guests in your home.
- Notice when things are untidy and proactively clean up as needed.

- Make sure all visitors are welcomed and looked after including offering cups of tea, coffee, water etc. and that they get the assistance they came for, or at least information and referral if Weave cannot assist directly.
- Hospitality is a shared responsibility of the whole of the Weave team and is included in the Position Descriptions of all staff.
- Work in alignment with Weave's Aboriginal Healing framework and support and maintain a healthy, inclusive, positive Weave culture and embody the Weave values.
- Expectations of workers' roles can change according to the needs of the community and available resources.

SELECTION CRITERIA:

1. Strong operational, risk and compliance management skills.
2. Team player with strong communication, negotiation and conflict resolution skills and ability to remain calm under pressure.
3. Understanding of the importance of cultural safety for Aboriginal and Torres Strait Islander peoples, the strengths of Aboriginal and Torres Strait Islander peoples and the impacts of intergenerational trauma and colonisation.
4. Initiative, strategic thinking and creative problem solving skills as well as a willingness and ability to shift gears and roll up sleeves to get the practical, hands on side of the work done.
5. Common sense and an excellent sense of humour.
6. NSW Working with Children Check
7. National Police Check
8. NSW full unrestricted Driver's Licence