

## Position Description

### Operations Manager (Maternity Leave)

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#### Organisational context

Domestic Violence Victoria (DV Vic) is the peak body for specialist family violence services for women and children in Victoria. We are an independent, non-government organisation.

Our vision is for a world where women and children can live fulfilled lives, free from fear and violence.

To achieve this, we:

- advocate and provide advice to government with and on behalf of our members
- lead innovation and influence policy, legislation and community attitudes
- work with our members to strengthen specialist family violence practice and build the capacity of human services
- work respectfully and collaboratively with all our partners.

Our work is informed by the experiences of women and children affected by family violence.

DV Vic is committed to the core values of equality, integrity and respect. Our values are reflected in the way we work and engage with others including our members, colleagues, and government.

Read our [Strategic Plan 2016-2020](#) for more information about what we do and where we're headed.

#### Role Context

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The Operations Manager is pivotal in overseeing the effective operations of DV Vic including financial systems, human resources and workforce development, internal systems and infrastructure, membership functions, compliance, governance and executive administration.

## Organisational Values

Respect, Equality, Integrity.

## Position specifications

<b>Role title:</b>	Operations Manager		
<b>Located:</b>	Melbourne CBD	<b>Classification Level / Award:</b>	DV Vic level 7.1 (\$51.97)
<b>Employment Period:</b>	9 month contract (inclusive of 3 month probation)	<b>Remuneration:</b>	Salary sacrificing arrangements are offered within Australian Taxation Office guidelines
<b>Reporting structure:</b>	The Operations Manager will report to the Chief Executive Officer		
<b>Hours and basis of employment:</b>	Full time (38 hours per week) DV Vic is committed to flexible working arrangements and span of hours for the position can be negotiated To work within office hours of 7.00am to 7.00pm, Monday to Friday		

## Position Responsibilities

### Leadership and Management

- Manage and supervise the DV Vic Operations Team including work planning, staff and team development processes.
- Work closely with the CEO, Practice Development Manager and Policy Manager to achieve the objectives of the Strategic and Operational Plans.
- Lead and contribute to DV Vic strategic and operational planning processes.

- Contribute to regular operational reporting to the Management Team and Board of Management.

#### **Organisational, Finance and Business Responsibilities**

- Ensure best practice principles, protocols, systems and structures are in place, including the efficient use of resources
- Oversee and support the senior accountant and finance officer to undertake the day-to-day finance functions such as accounts receivable, accounts payable, credit control, payroll, banking and bank reconciliations and donations
- Oversee compliance of all DV Vic insurance policies, contractual and funding arrangements; and risk management
- Co-ordinate the office facilities and support operations, including the maintenance of office equipment and supplies
- Oversee and coordinate the develop and review of all DV Vic policies and procedures
- Coordinate and support effective internal communications (i.e. team meetings)
- Coordinate the preparation and delivery of the annual report
- Undertake general office duties including answering calls, handling email and mail correspondence.

#### **Executive Administration**

- Provide high level executive and administrative support to the CEO and Board
- Assist CEO to prioritise organisational goals and workload with support in developing reports, business papers and correspondence
- Provide strategic advice to the CEO of matters requiring attention, with associated deadlines, and preparing relevant documentation
- Deal with matters requiring attention, or refer them to the appropriate person in the absence of the CEO
- Manage an active, complex and changing calendar and appointment diary.

#### **Governance**

- Oversee and coordinate the planning and preparation of all of the activities of the Board of Management
- Oversee compliance of all statutory reporting requirements of CAV/ACNC; and the DV Vic Constitution including the coordination of the Annual General Meeting
- Coordinate and resource the Board of Management and its governance structure, including the administration of all meetings and strategic planning processes.

#### **ICT**

- Manage information management systems
- Establish and regularly review the ICT infrastructure and information strategy across the organisation

- Manage the day-to-day delivery of ICT services including the key relationships with ICT suppliers
- Oversee and maintain hard and soft filing systems.

#### **Human Resources**

- Coordinate and support recruitment processes including development of positions descriptions, recruitment, selection, orientation and exit processes
- Support workforce development through tracking and identifying professional development and training opportunities for all staff
- Coordinate and ensure compliance with DV Vic enterprise agreement, industrial and employee relations, occupational health and safety, equity and diversity.

#### **Membership services**

- Develop and implement a membership strategy focussed on engagement, recruitment and retention activities
- Oversee membership development processes; applications, registration and renewals
- Oversee and coordinate the introduction of a CRM or membership database software suited to the business and project needs of the organisation.

#### **Qualifications**

It is desired that the incumbent will hold a relevant tertiary qualification and/or experience relevant to the position.

#### **Key Selection Criteria**

##### **Essential**

- A commitment to the values of respect, equality and integrity and commitment and interest in building a world where women and children can live fulfilled lives, free from violence and fear.
- Demonstrated experience in staff supervision, team development and project oversight.
- Demonstrated ability to effectively manage operational systems for a community services organisation and its report on planning and development processes.
- Experience in financial management including the interpretation of financial reports, budget development and audit oversight.

- Experience in human resource and workforce management, including performance management, policy and procedural development and a comprehensive understanding of industrial and workplace legislation and implementation.
- Demonstrated experience in contract and stakeholder management.
- Demonstrated experience in executive administration.
- Expertise in governance processes including the roles and responsibilities of Boards.
- High level organisational skills including the ability to: manage time; prioritise workload; meet deadlines; manage competing and contemporaneous tasks
- Excellent written, verbal, interpersonal and communication skills
- Demonstrated ability to work productively and respectfully in a team environment
- Advanced IT and Microsoft Office Suite skills

#### Desirable

- An understanding of the work of community sector peak body
- DV Vic values diversity and encourages women from diverse backgrounds to apply

### Application Process

Interested persons should send a current resumé with a covering letter addressing the key selection criteria to:

Fiona McCormack, Chief Executive Officer

[recruitment@dvvic.org.au](mailto:recruitment@dvvic.org.au)

**Applications close:** COB Monday 29 October 2018

**Contact for further information:** Contact Claire Bauska Ph: 9921 0828 or [clairebauska@dvvic.org.au](mailto:clairebauska@dvvic.org.au)

*DV Vic prides itself on being an employer committed to equal opportunity, diversity and social inclusion. DV Vic's objective is to create a world where women are free from violence and treated equally. We are committed to creating a workplace free from discrimination and harassment. DV Vic strives to create an environment that focuses on flexibility and building the skills, capacity and opportunity for our employees.*

*DV Vic encourages and welcomes applications from Aboriginal and/or Torres Strait Islanders, people from culturally and linguistically diverse backgrounds, people with lived experience of family violence, disability and people who identify as LGBTIQ.*

*We do not discriminate on the grounds of sex, marital status, pregnancy, family or parental status, race, gender, age, sexual orientation, gender identity, political or religious beliefs, disability or health.*