



POSITION DESCRIPTION

Operations Manager

Position Title:	Operations Manager
Reports to:	CEO
Responsible for:	The Operations Manager is responsible for the effective and efficient functioning of day to day operations including site and vendor management across Weave sites, workplace health and safety, accreditation, policy and business performance. The role will also involve supporting initiatives to improve Weave's existing systems, processes and people.
Supervises:	IT Coordinator and Intake and Referral Officer/Receptionist
Primary Location:	Waterloo Oval Head Office, Waterloo and Weave Community Hub, Woolloomooloo, and other Weave sites as required
Employment Details and Remuneration:	
Employer:	Weave Youth and Community Services Inc.
Hours:	4 days per week
Status:	Part time contract - all positions at Weave are dependant on continued funding
Award:	Social Community Home Care and Disability Services Industry Award 2010 (SCHCADS)
Grade:	SCHCADS SACS Level 6 Paypoint 1 - 3 \$45.23 - \$47.21 per hour depending on qualifications and experience
Benefits:	Superannuation @ 9.5% and leave loading @ 17.5% plus generous wage packaging/salary sacrifice available

SUMMARY OF POSITION:

The Operations Manager is a newly created position to support Weave's recent and rapid growth. The Operations Manager is responsible for ensuring the smooth day to day running of all aspects of the operations of Weave across all sites. The Operations Manager continuously looks to improve existing ways of working including processes, policies, and procedures, and designs and implements efficiencies. This is a key management role in the organisation that will contribute



to the overall business strategy, continuous quality improvement and sustainability of Weave, and will provide leadership and guidance to employees.

KEY RESPONSIBILITIES:

- Manage the day to day logistical operations of Weave (including staff phones, vehicles, insurances, building maintenance, cleaners, storage etc.) across all Weave sites including site and vendor management and workplace health and safety
- Ensure staff have all the required equipment and appropriate work spaces to do their jobs and that these are in good working order
- In collaboration with IT Coordinator and senior management team, lead the development of and oversee systems and processes to support effective document and knowledge management, including archiving, cloud storage and collaboration suites
- Work with leads and management to draft, track and manage annual budgets
- Develop operational systems and processes as required, and continuously look for opportunities to improve existing ways of working
- Work with IT Coordinator, CEO and senior management team to develop a new client database for Weave
- Lead and oversee the Weave Accreditation process and ensure Weave maintains accreditation under ASES Standards
- Lead the development, implementation and review of key operational processes, policies, procedures, forms and templates, and maintain policy and procedure review schedule
- Manage health and safety issues and compliance across all Weave sites
- Assist with logistics of recruitment and on-boarding activities
- Work with HR Coordinator and other Weave leaders and managers to arrange induction of new Weave staff members, students and volunteers
- Ensure that all legal and regulatory compliance issues and responsibilities are identified, monitored and met in a timely, effective and comprehensive manner
- Review, manage and oversee the Compliance Register, Incident Register and work with CEO to maintain the Risk Register
- Prepare reporting for the Board as required and assist with collation of data
- Manage and follow up on incidents and maintain the Incident Register
- Provide line management, supervision and support to IT Coordinator and Intake and Referral Officer/Receptionist, contractors and other temporary external support 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

- Work with other Weave leaders to develop, implement and track Weave Strategic, Operational and Work Plans
- Assist to develop program Memoranda of Understanding (MOU's) and Service Level Agreements (SLA's) for partnerships as required
- Work with other Weave leaders to champion, maintain and advance a healthy Weave culture, and embed the "Magic of Weave" ethos and values
- Assist with the collation of data and information for Weave Annual Reports as required
- Assist in raising Weave's profile by promoting the unique service offerings and impact of Weave to external stakeholders, Government, corporates and philanthropists etc.

GENERAL RESPONSIBILITIES OF ALL WEAVE STAFF:

- Work as part of the wider Weave team displaying effective team membership.
- Participate in Weave staff meetings, retreats, planning days, training and performance appraisal as required.
- Perform all duties in accordance with the Weave Code of Conduct and the Weave policies and procedures.
- Maintain a commitment to EEO policy and OH&S safety standards, ethical practice principles and a commitment to the principles of cultural diversity.
- Take responsibility to ensure that Weave is a warm, inviting and hospitable environment for everyone to be. Treat people like you would if they came to your home.
- Notice when things are untidy and clean up as needed.
- Make sure all visitors to the centre 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 job descriptions of all staff.
- Whilst it is understood that each worker has specific duties, there is a natural overlap of roles.
- Expectations of workers roles can change according to the needs of the community and available resources.



SELECTION CRITERIA:

Skills and attributes

- Highly developed management and organisational skills demonstrating attention to detail and the ability to complete multiple competing tasks to deadlines
- Highly developed information management and administration skills
- Strong numeracy skills and commercial acumen
- Strong communication skills, both verbal and written
- Demonstrated interpersonal and relationship building skills
- Strong negotiation and conflict resolution skills
- Ability to work as a team member and with a high degree of autonomy
- Strong computer and IT literacy skills
- Common sense and an excellent sense of humour
- Demonstrated strong problem solving skills and ability to come up with creative solutions
- Understanding of challenges facing Aboriginal young people, families and communities
- Previous experience in leadership demonstrating creativity, adaptability, energy, enthusiasm and the desire to grow

Qualifications, experience and mandatory requirements

- Relevant tertiary qualification/s
- Experience designing and operating within an outcomes framework to demonstrate impact
- Demonstrated experience in operations management and administration
- Strong information management and change management experience
- Previous experience in providing inspirational leadership for a large team and/or organisation
- NSW Working with Children Check
- Driver's License