**POSITION DESCRIPTION**

**Role title Operations Coordinator**

**Reports to Operations Manager**

**Direct reports Client Support Officers, Site Supervisors, Seymour Coordinator**

**Key Locations Flinders Street Station, Southern Cross Station, City Village, Seymour**

**Hours of work Full-time employee**

**Employment type On-going permanent position**

**Position Summary**

Travellers Aid Australia (TAA) is committed to enabling individuals of all abilities to connect to people and place. Our vision is a society where people with mobility challenges are treated with dignity and respect, being able to lead full and rich lives with confidence and we aim to achieve this by empowering people with travel related challenges to connect, engage and participate using public transport.

The Operations Coordinator is responsible for the smooth running of the operations at Southern Cross Station (SCS), Flinders Street Station (FSS) and Seymour Station (SEY). With a strong focus on continuous improvement, the Operations Coordinator manages the frontline workforce (in collaboration with the Volunteer Coordinator), facilities and equipment, occupational health and safety, budget and stakeholder relationships at an operational level. The position plays a crucial role in translating strategic objectives into frontline service outcomes. This role works closely with the Operations Manager and requires a collaborative approach.

**Essential Skills and Experience**

* An ability to implement and drive strategic initiatives to ensure TAA strategy is actioned
* Proven capability in effectively managing an operation at the frontline including an ability to plan, coordinate, execute and measure performance
* Sound leadership skills with the ability to coach, develop and lead a high performing team
* A demonstrated track record of initiating and implementing continuous improvement activities to ensure operational excellence and efficiencies
* Well-developed communication skills, written and oral
* Superior people skills including an ability to stay calm under pressure and willingness and ability to resolve disputes
* An ability to identify issues and demonstrated problem solving skills
* Physically able to perform the duties as required
* A demonstrated results and outcome focus
* Computer literacy including Microsoft Office applications and use of databases

**Desirable Skills and Experience**

* Experience working in the not-for-profit sector
* Experience working with people with disabilities, older people and people from diverse backgrounds

*Qualifications & Licences*

* Qualification in business management or a minimum of 5 years relevant experience
* Current Victorian Driver License
* Current Level 2 First Aid Certificate & Annual CPR Update or willingness to obtain prior to commencement of employment
* All employees and volunteers are subject to police checks, Working with Children Check, and workplace medical. The incumbent must have a full unrestricted work visa

**Key Result Areas**

*Culture of Travellers Aid Australia*

* Promote and encourage personal growth and effective communication
* Understand, support and live the policies and procedures of the organisation

*Leadership*

* Drive implementation of TAA’s strategic directions at the frontline and contribute to TAA’s strategic development including contribution to business plans and work plans
* Actively participate in senior staff meetings
* Provide leadership, guidance and coaching to direct reports, frontline staff and volunteers and delegate tasks as required and appropriate
* Effectively manage conflict and escalate as required.
* Ensure high standards of professionalism and customer service excellence are met
* Work to ensure that services are delivered according to service level agreements, funding contracts, and organisational objectives and within budget

*Occupational Health and Safety*

* Ensure that all employees and volunteers are fully aware of occupational health and safety matters and expectations, and that they are actively encouraged to participate and contribute
* Conduct and review risk assessments as required in consultation with relevant stakeholders and staff
* Participate in OHS and site safety meetings
* Ensure appropriate incident reporting and follow-up as required

*Continuous Improvement*

* Proactively pursue continuous improvement strategies and activities within the organisation, including ensuring the timely and accurate completion of quality and safety audits
* Assist the Operations Manager with responding to feedback from service users
* Assist in the evaluation of feedback survey results

*Workforce Management*

* Recruit, induct and provide ongoing support to frontline staff and assist with the recruitment and induction of volunteers as required
* Assist with rostering
* Contribute to training plan for frontline workforce and organise training

*Budget and Revenue*

* Input in budget planning and monitoring of budget
* Promote revenue generating activities at the sites

*Facility and Equipment Management*

* Ensure safe and clean facilities and work environment
* Ensure equipment is in good repair and serviced regularly

*Stakeholder Relationships*

* Maintain positive working relationships at operational level with relevant stakeholders including SCS Pty Ltd, V/Line, Metro Trains, Skybus, PTV, referring agencies and others
* Participate in relevant network meetings, consultations and briefings
* Conduct site tours with relevant external stakeholders

*Service Outputs*

* Ensure TAA meets performance indicators as per funding agreements
* Provide timely and accurate reports to internal and external stakeholders in line with reporting requirements
* Ensure relevant data is collected accurately
* Assist with service data analysis

*Project Management*

* From time to time contribute to the planning, implementation and evaluation of projects

**Level of Supervision / Independence**

The Operations Coordinator is required to successfully lead and supervise the Client Support Officers, Site Supervisors and the Seymour Coordinator to provide high quality client services. The role reports to the Operations Manager and works under their general direction.

**Problem Solving and Judgement**

The Operations Coordinator exercises judgement to solve problems based on precedents and general and internal guidelines and consults with the Operations Manager where these are not readily available.

**Professional and Organisational Knowledge**

The incumbent is required to gain in-depth knowledge of relevant statutory requirements as well as TAA policies, procedures, structure and services.

**Resource Management**

The incumbent will be expected to prioritise work and arrange work patterns to meet daily and weekly demands. Delegations of Authority extend to:

| **Item No.** | **Item** | **Delegation Limit** | **Authorisation** | **Comments or Proposed By** |
| --- | --- | --- | --- | --- |
| 37d | Contracts, arrangements purchase orders &/or payments within approved budget | $2,000 | Coordinator/ Manager | During performance of higher duties in an acting capacity, the delegation of the higher position is assumed |
| 38c | Petty Cash | $30 per transaction  | Coordinator (or delegated acting Coordinator) | Purchases over $30 must not be made from petty cash. Balanced by month end. |
| 38 | Refunds for sales by customers |   | Client Support Officers/Coordinator/ Manager | Explanation of reason for refund to be included in banking. Credit card payments to be refunded by credit card. If sale was done by cash, refund is to be done by cash. If refund is on same day as purchase, cash refund is permitted. |
| 41c | Plant and equipment/ purchase and hire  | $2,000 | Coordinator/ Manager  | Consultation by Coordinator with Operations Manager  |

**We have reviewed this Position Description and are satisfied that it accurately describes the requirements of the position**

##### **CEO**

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I have read this document and agree to undertake the duties and responsibilities as listed above. I also acknowledge this profile is only an indicative indication of task and understand that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein, yet within or aligned to my skills set.

##### **INCUMBENT**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_