

**Business/Operational Manager Position Description  
February 2020**

<b>Position:</b>	<b>Business/Operational Manager</b>
<b>Reports to:</b>	<b>Executive Director</b>
<b>Direct reports:</b>	<b>Bookkeeper, Technology Administrator Salesforce Developer (recruiting)</b>

***ILF overview***

Indigenous Literacy Foundation (ILF), a national not-for-profit charity focussed on improving literacy in very remote Aboriginal and Torres Strait Islander communities, was formed in 2011 from a need to empower and resource Indigenous communities to undertake their literacy development and journeys.

***Our vision is equity of opportunity***

We are a national book industry charity, which aims to reduce the disadvantage experienced by children in remote Indigenous communities across Australia.

***Our Purpose***

Our purpose is to lift literacy levels and instil a lifelong love of reading through our three-core literacy-based programs which are gifted free to communities. These include: Book Supply; Book Buzz; and Community Literacy Projects.

***Our values***

Value and respect for Aboriginal and Torres Strait Islander cultures; empowerment of and engagement with remote communities; development of best practice to deliver our programs; and evaluation of our programs.

***About the role*****Purpose of the Business/Operational Manager role**

Support and work with the Executive Director to deliver ILF's strategic and business outcomes. This varied and challenging role oversees the daily operations of our business to help ILF achieve its goals –from financial accounting to the implementation of policies and procedures to resourcing of staff and IT.

**The Business Manager is responsible for...**

- Governance support (Board & Executive Director)
- Strategic planning & execution
- Supporting ILF's people & culture strategies and policies
- Financial planning, developing budgets, reporting and monitoring; audits
- ILF legal & compliance requirements
- Information systems and technology infrastructure

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- Delivery of monthly and quarterly financial reports (for Board & Management team)
- Timely and successful implementation of policies and procedures to guide daily operations of the business
- Development of annual budget, business plans and strategies
- Ensure the company has adequate tools and appropriate resources to deliver its projects on time
- Timely completion of all of ILF's statutory compliance and governance documentation

**Role requirements include:****1. Governance & compliance**

- 1.1. Attend Board meetings at the request of the Executive Director
- 1.2. Prepare annual Board meeting calendar
- 1.3. Attend Board Strategic Planning Day
- 1.4. Review of contracts and MOUs and provision of general business advice on same
- 1.5. Attend to all statutory compliance and reporting with ASIC, ATO and all Charitable Governing Bodies
- 1.6. Keep register of company registrations (e.g. when Charity License is due)
- 1.7. Ensure any required reporting for bequests and grants is provided in a timely manner
- 1.8. Prepare input for annual insurance renewals
- 1.9. Prepare input for annual workers comp insurance renewals
- 1.10. Provide the Board with a list of uninsured risks provided by the Insurance Broker

**2. Strategy & Planning**

- 2.1. Work with the Board, Executive Director and all relevant stakeholders to develop and execute an ILF Strategic Plan
- 2.2. Ensure teams and individual performance is aligned to the Strategic Plan
- 2.3. Lead the reporting of progress against the approved Strategic Plan

**3. People & Culture**

- 3.1. Prepare employment contracts for new employees
- 3.2. Ensure staff are paid on time
- 3.3. Ensure that superannuation and PAYGW is paid in full and on time
- 3.4. Participate in recruitment of new staff
- 3.5. Provide advice on salary reviews
- 3.6. Provide letters to accompany salary, performance and probation expiry reviews
- 3.7. Assist Executive Director in dealing with staff issues

**Business/Operational Manager Position Description  
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- 4.1. Lead the financial requirements for ILF working with a team (i.e. Board, Executive Director, Leadership Team and support staff (bookkeeper)) to:
  - 4.1.1. Develop the Strategic Plan budget model and update as required
  - 4.1.2. Develop an annual financial plan (budget) to meet the goals and deliverables for ILF
  - 4.1.3. Prepare financial reports each month and end-of-year for management, the Board and auditors as required
  - 4.1.4. Prepare two major reviews of the Annual Budget Projection 1 (P1) at the end of Quarter 2 and Projection 2 (P2) at the end of Quarter 3.
  - 4.1.5. Ensure all Balance Sheet accounts are reconciled
- 4.2. Ensure financial policy and procedures are in place that provides protection and guidance on ILF's fiduciary responsibilities
- 4.3. Ensure BAS returns and IAS are lodged on time
- 4.4. Be the primary point of contact for accounting system (Xero) problems or questions and assist accounting staff to use Xero

**5. Systems and IT**

- 5.1. Provide leadership and direction for the information systems and technology requirements of the ILF
- 5.2. Provide high level project management support for all areas of salesforce use, change and development
- 5.3. Be the main source of contact for Salesforce Developer
- 5.4. Recruit Salesforce support or consultant to resolve ongoing IT problems and specific projects
- 5.5. Liaise with Salesforce regarding licenses and charges
- 5.6. Supervise Office Administrator and IT Officer in their roles as Salesforce Administrators

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**Selection criteria**

- Knowledge (qualifications relevant to the role)
  - Tertiary qualifications in accounting, finance and/or business management
- Skills (experience relevant to the role)
  - Ability to lead teams and work collaboratively
  - Experience working in or with the for-purpose sector
  - Excellent written and spoken communications
  - Human resource management experience
  - Sound understanding of organisational information systems and technology and experience/ability to manage IS/IT needs
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- Values (values aligned to the ILF Values)
  - Value and respect for Aboriginal and Torres Strait Islander cultures;
  - Engagement with remote communities;
  - Development of best practice to deliver our programs; and
  - Evaluation of our programs

**Additional requirements for this role:**

- Current driver's license
- Some out of hours work may be required
- Some inter/intra state travel may be required
- Other duties as required from time to time

***ILF is an Equal Opportunity Employer***

***Aboriginal & Torres Strait Islanders are strongly encouraged to apply***