

# JOB PACK



## OPERATIONS MANAGER



## INTRODUCTION

NASCA, which began in 1995, has had a lot to celebrate lately. We're a reshaped organisation that is on the rise. We serve over 19 communities in WA, NSW and the NT, empowering over 1,200 First Nation kids to reach their full potential.

We are growing, offering room for a **OPERATIONS MANAGER** to join our team.

NASCA, a leading service provider – can offer you the opportunity to make a difference in the lives of Aboriginal and Torres Strait Islander kids. You'll be immersed in diverse projects that keep you challenged every day, and surrounded by teammates who share your values and dedication. You'll collaborate with a multi-functional team to engage, mentor and inspire kids.

If you're a motivated team player, eager to make an impact within NASCA and the Australian community, join us!



## YOU WILL

- ensure organisational effectiveness and efficiency;
- guide and manage the provision of Human Resources services for paid staff and volunteers;
- assist in managing compliance requirements to funding bodies such as risk registers, WWC, AFP and OHS.
- provide support to the CEO and the Board of Directors.
- manage and supervise all of the administrative activities that facilitate the smooth running of the office.
- manage HR functions, which include recruitment, staffing, training and development, performance monitoring and employee counselling.
- develop & implement policies and procedures relating to staff and office functionality and efficiency.

## WE WILL PROVIDE

- Salary between \$70-90k p.a. (starting salary commensurate with experience);
- + 9.5% superannuation
- 35hr working week;
- NFP \$15k salary sacrifice option.
- 4 weeks total leave per year, and leave loading of 17.5% of base salary, and study leave provisions;
- 1 day of cultural leave per year and ceremonial leave.

**CLOSING DATE IS 1 APRIL, 2020  
AT 2PM**

## ACKNOWLEDGMENT OF COUNTRY

NASCA acknowledges and pays respect to the Traditional Owners and Custodians of country throughout Australia. We honour and respect the cultural heritage, customs and beliefs of all Aboriginal and Torres Strait Islander people.

We recognise that Aboriginal and Torres Strait Islander peoples have spiritual social and cultural connections with their traditional lands and waters. We would like to express our sincerest gratitude to the communities on whose land NASCA works.



# ABOUT THE JOB

## THIS JOB MIGHT BE FOR YOU IF...

- **YOU ENJOY SOLVING PROBLEMS.** You love taking on difficult challenges and finding creative solutions. You don't get flustered easily. If you don't know the answer, you'll dig until you find it.
- You like helping people and **WORKING WITH KIDS.**
- You pay attention to the details. You stay focused, and **NOTHING FALLS THROUGH** the cracks on your watch.
- You **THINK** on your feet. You like learning new things, and you can learn quickly. When things change, you know how to adapt and roll with the punches.
- You communicate clearly. You write well. You speak eloquently. You can **EXPLAIN JUST ABOUT ANYTHING** to anyone, and you're comfortable communicating in writing and on the phone.
- **YOU ARE MOTIVATED AND DRIVEN.** You volunteer for new challenges without waiting to be asked. You're going to take ownership of the time you spend with us to truly make a difference.
- You work independently. **YOU SET THE EXAMPLE FOR HIGH PERFORMANCE.** You lead with integrity and recognise and reward quality work within your team.

## A TYPICAL DAY...

- Taking minutes in a meeting with funders and undertaking follow up actions.
- Preparing briefing papers for the CEO prior to a meeting with a potential new funder.
- Chatting with a community Elder to coordinate a Welcome to Country for an upcoming event.
- Ironing out a payment issue with a service provider.
- Organising an upcoming NASCA Board meeting.
- Drafting a new workplace policy and implementation plan.
- Preparing Induction training for a new NASCA recruit.
- Book travel for 20 volunteers and staff for program delivery inter-state.

## OUR VISION

A proud, prosperous, healthy Australia, where Aboriginal and Torres Strait Islander young people thrive.

## NICE TO HAVES

Qualifications in Business Administration, People Management or related field.

- Experience in small not-for-profit Aboriginal organisation.
- A Drivers Licence.
- First Aid Certification.
- Working with Children and AFP clearances.
- Cross cultural competency & awareness.
- Passion for social justice & equality.



# APPLICATION PROCESS & HOW TO APPLY



## SHORTLIST AND INTERVIEWS

If you make the cut, you will be shortlisted for an interview within 1-2 weeks of the closing date.

## HOW TO APPLY...AND SHINE!

It may sound simple, but to be in with a shot, you need to submit a completed application. Here's how you go about it:

STEP ONE

### 1. Cover Form

The Cover Form is page 8 of this pack. It helps us to know your contact details, your thoughts on salary and how to reach your referees.

### 2. Selection Criteria

Impress us by answering all of the selection criteria questions on page 7 of this pack.

Tip; Answer the question. Give examples. Share your story. Tell us how you gained your experience, what you learned and, what you have achieved. If you find it hard to answer a question because you don't have direct work experience, show us that you are capable of doing the job because you have applicable skills and knowledge.

Tip; Clearly set out your document. Give yourself plenty of space to answer each question. Cut'n'paste our questions. Then go ahead and provide your answers.

STEP THREE

### 3. CV

Tell us about your education, employment, training and qualifications. We are keen to read about your past experience.

Tip; List your past responsibilities, roles and your achievements.

### 4. SEND

Email your application to:

**Email: [jobs@nasca.org.au](mailto:jobs@nasca.org.au).**

**Tel: (02) 8399 3071**

STEP FOUR



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	OPERATIONS MANAGER
<b>REPORTS TO</b>	CEO
<b>CLASSIFICATION</b>	NASCA Level 6 - 7
<b>DIRECT REPORTS</b>	1-3: depending on project team. (NASCA operates in a multi-functional team environment)
<b>LOCATION</b>	Office base is Redfern, Sydney. Travel may be required from time-to-time
<b>EMPLOYMENT STATUS</b>	Full Time – Contract.
<b>ABOUT US</b>	<ul style="list-style-type: none"> <li>NASCA is a national not for profit youth organisation that has facilitated education for thousands of Aboriginal and Torres Strait Islander Australians since 1995. While having a history of community development through sport and recreation, we now work across sectors including the creative arts, education, health and well-being with Aboriginal culture and identity at the heart of what we do.</li> <li>We continue to increase our footprint through our growing programs each year.</li> <li>NASCA is governed by a volunteer Board of Directors, and has a passionate team of 20, plus 60 volunteers. With offices in Redfern, Perth &amp; Dubbo, we enjoy excellent relationships with a range of corporate partners, all levels of Government the community and schools in which we operate.</li> </ul>
<b>VALUES</b>	<p>NASCA's values represent who we are, and what we hold as most important.</p> <p>They include;</p> <ul style="list-style-type: none"> <li>Integrity - NASCA operates an ethical, legal, accountable, diligent and transparent organisation.</li> <li>Excellence - NASCA strives for the highest achievement in all aspects of our work, across our individual and community action.</li> <li>Trust - NASCA's value of trust is realised in our openness and honest approach, creating positive relationships with our young people, communities, partners and funders.</li> <li>Cultural Pride &amp; Inclusion - Pride in our Aboriginality permeates throughout our work, informing our programs and activities and inspiring our young people to strengthen and enhance their cultural identities.</li> <li>Collaboration- NASCA values the contributions made by community organisations, individuals and professionals to realise positive social change for Aboriginal and Torres Strait Islander young people.</li> </ul> <p><b>Employment at NASCA is conditional on candidates passing National Police and Working with Children Checks.</b></p>



<b>HR SUPPORT</b>	<ul style="list-style-type: none"> <li>• Provide advice and assistance to Managers on a range of HR matters including employee relations, workcover, industrial matters, performance management.</li> <li>• Ensure all employees have current and relevant employment contracts, updated position descriptions and work plans.</li> <li>• Assist the CEO with workforce planning activities including succession planning and identifying future skills requirements.</li> <li>• Lead organisational training and development activities including booking venues for training, liaising with training providers and other duties as required.</li> </ul>
<b>HR SYSTEMS</b>	<ul style="list-style-type: none"> <li>• Update policies and procedures to ensure compliance with applicable legislation.</li> <li>• Manage and administer adherence to HR policies.</li> <li>• Design, implement &amp; administer HR systems for paid employees and volunteers.</li> <li>• Develop HR reports as requested by management</li> </ul>
<b>WORK COVER COMPLIANCE</b>	<ul style="list-style-type: none"> <li>• Manage Workcover claims.</li> <li>• Respond to employee and manager inquiries related to workcover.</li> <li>• Manage OH&amp;S responsibilities</li> <li>• Maintain and oversee WWC &amp; AFP compliance for staff and volunteers including a register and review procedures.</li> </ul>
<b>RECRUITMENT</b>	<ul style="list-style-type: none"> <li>• Assist Managers and the CEO in undertaking recruitment activities for staff and volunteers including developing position descriptions , advertising, shortlisting, interviewing and all relevant employment documentation.</li> <li>• Conduct induction processes for on-boarding new staff and assist Managers in inducting volunteers.</li> </ul>
<b>HR PROJECTS</b>	<ul style="list-style-type: none"> <li>• Ensure that the office and work environment is always effective and efficient to ensure a culture of high performance, positivity, productivity and inclusivity.</li> </ul>
<b>CORPORATE RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Attend meetings &amp; represent NASCA as required.</li> <li>• Prepare reports as deemed necessary from time to time by the CEO, the Board and Managers.</li> <li>• Function as a team member in close liaison with other staff and the Leadership group.</li> <li>• Attend training as required.</li> <li>• Perform other duties relevant to the position as directed by the CEO.</li> <li>• Act at all times in a professional manner and ensure the confidentiality of employees.</li> <li>• Produce a wide variety of written materials to support the CEO, including high-level briefings, drafting/coordinating government submissions, business development proposals, and board papers.</li> <li>• Manage all administrative, operational and logistical requirements for team activities, fundraisers, and meetings.</li> <li>• Coordinate travel bookings and arrangements for staff and volunteers.</li> </ul>
<b>OFFICE MANAGEMENT</b>	<ul style="list-style-type: none"> <li>• Manage all administrative, operational and logistical requirements for team activities, fundraisers, and meetings.</li> <li>• Coordinate travel bookings and arrangements for staff and volunteers.</li> <li>• Office Management</li> <li>• Maintain all office operations including remote offices as well as office policies and procedures</li> <li>• Manage office repairs and maintenance</li> <li>• Manage day to day working relationship with NCIE (Landlord)</li> <li>• Manage NASCA's IT environment, including hardware and software with the assistance of IT contractors</li> </ul>

**YOU MUST ANSWER ALL THE SELECTION CRITERIA QUESTIONS + COVER FORM + PROVIDE A COPY OF YOUR CV TO APPLY.**

#### ESSENTIAL SELECTION CRITERIA OPERATIONS MANAGER

1. Demonstrated excellent administrative skills, particularly with respect to accuracy and attention to detail.
2. Demonstrated ability to manage and lead staff, within a structured performance management framework.
3. Excellent written and oral communication skills and competence in the use of the suite of Microsoft Office products.
4. Demonstrated planning, time management and delegation skills.
5. Excellent negotiation and analytical skills with highly developed problem solving capabilities.
6. Knowledge of OHS regulations and demonstrated practical experience in administering OHS requirements within an organisational context
7. An ability to develop and maintain effective high level working relationships across a diverse range of stakeholders, including staff, community members and funders.
8. Demonstrated experience in developing and maintaining day to day operational procedures including records management, report writing, correspondence and quality assurance documentation.
9. Drivers Licence

#### DESIRABLE SELECTION CRITERIA OPERATIONS MANAGER

11. Current First Aid Certification
12. Working with Children Checks in NSW, NT & WA.
13. Cross Cultural Training and Awareness

**Employment at NASCA is conditional on candidates passing National Police and Working with Children Checks.**



# APPLICANT COVER FORM

POSITION: **OPERATIONS MANAGER**

FIRST NAME:

LAST NAME:

ADDRESS:

TELEPHONE:

MOBILE:

EMAIL:

### REFEREES

Please provide details of three people who can speak on your behalf regarding your work history. (work references only. Please include your current supervisor/manager).

NAME	TELEPHONE	Position held/working relationship (e.g. supervisor)

What type of work are you available for?

Full time

Part time

When will you be available to commence?

What is your salary expectation for this position?

What is your current salary?

Are you an Aboriginal and or Torres Strait Islander Australian?

Yes

No

How did you find out about this position?

Facebook  Twitter  Ethical Jobs  NASCA  Koori Mail  Other: