

**Position title:** Operations Manager

**Location:** East Melbourne (currently working from home)

**Reports to**: CEO

**Directly manages:** Casual administrative staff

**Other Key Relationships:** Director, Evaluation Capacity Strengthening, Knowledge Platform Manager, Communications and Website Officer, external funders, administrative service providers.

**BetterEvaluation**

BetterEvaluation ([www.betterevaluation.org](http://www.betterevaluation.org)) helps government, NGOs, and development agencies across the world to plan, manage, conduct and use evaluation better. Much of our work is with bilateral international development agencies, multilateral development banks, government departments, and evaluation associations. We run an online knowledge platform about evaluation methods and processes (with more than 1 million users per year), provide evaluation capacity strengthening services including online and face to face courses, guidance, technical advice and quality review, and undertake research into evaluation.

After 7 years as a project within RMIT University and ANZSOG, BetterEvaluation was established as an independent legal entity in September 2019. We are an Australian NGO and registered charity, based in Melbourne and working internationally, including activities as a partner in the Global Evaluation Initiative (<https://www.globalevaluationinitiative.org/>). We are a small team with five core staff (and project sub-contractors) with additional support from two contracted service providers for accounting, book-keeping, payroll and IT support.

**Scope of the position**

We are looking for an Operations Manager to help move the organisation from a start-up into the next phase of operations as we focus on organisational sustainability and growth. We are looking for someone who can look ahead and plan for what’s coming, dealing with changing and uncertain future resourcing and project requirements, while being on top of and critically reviewing what is being done in the present. The role will help to identify and secure potential funding that aligns with organisational principles and priorities and manage funded projects within budget and ensure compliance with policies and contracts. They will contribute to organisational reflection and planning including helping focus and sequence priorities.

Key elements of the role are leading corporate support for all BetterEvaluation activities, which includes: development of proposals; performance and compliance oversight of contracts, funding agreements and associated projects; resource planning and management of outsourced IT, finance and payroll functions; as well as supporting the Board in the operational management of governance and compliance.

We are initially recruiting for a part-time position (0.6 fraction) for 6 months with the expectation of extension as additional funding is secured. There is scope for some negotiation of additional hours per week with the right candidate. There is also the intention to add some in-house administrative support in the future.

**Key Responsibilities**

**Support Board governance**:

* Manage coordination, timely preparation and delivery of Board papers
* Support review of organisational policies and procedures, and compliance to ANCN and ASIC requirements including preparation and support for the annual financial audit, AGM and annual ANCN reporting
* Development/review of proposals and contracts for Board approval
* Track actions arising from Board meetings and oversee timely implementation and follow up actions

**Fundraising**

* Support development of a funding strategy and continue to build and support the funding pipeline system, building from existing agreements and partnerships to explore and develop new opportunities
* Work with other staff to develop timely funding proposals including costing models
* Review and update workforce planning and charge rates with commitments and proposed projects

**Resource Management**

* Develop and review annual consolidated and project level budgets that are in line with planned results and contractual requirements
* Oversight donor/funding reporting against contractual requirements and manage preparation of financial acquittals
* Oversight accounts payable and receivables with external finance support to ensure appropriate coding (via Xero) and tracking across funding sources, projects and chart of accounts
* Oversight monthly financial reporting with external finance support and prepare timely and accurate financial analysis for the CEO, board and other stakeholders
* Oversight BAS and IAS submission with external finance support

**Operational Support**

* Develop and oversee contact and project management systems with milestones and key activities tracked through Teamwork
* Manage service contacts, including accommodation, and office requirements, including insurance and externally supported IT
* Oversight payroll and superannuation with external support and manage HR administration including staff contracts
* Ongoing management and review of operational policies, procedures and processes including identifying opportunities for improvements and supporting staff and Board members

**Selection criteria**

**Essential**

* Previous experience with NGO’s, government and/or philanthropic organisations (desirable: at least 5 years’ experience)
* Strong experience of operations management, including preparing funding proposals and contractual agreements, developing budgets and workforce planning and overseeing financial management (desirable: at least 5 years’ experience)
* High level of verbal and written communication skills with the ability to draft concept notes, funding proposals and other documentation
* Demonstrated ability to learn and adapt to changing needs
* Demonstrated ability to work collaboratively and professionally in a team as well as independently
* Experience using office management software – MS Office including SharePoint and Outlook, DropBox, Teamwork, Zoom meetings, Xero or similar
* Commitment to work in accordance with our organisational principles <https://www.betterevaluation.org/en/principles>

**Highly desirable**

* Demonstrated experience with a dispersed team, virtual meetings and/or working across time zones
* Knowledge of and/or experience with international aid and development programs, and/or monitoring/evaluation

**Further information**

The BetterEvaluation office is located in East Melbourne near the Jolimont station. There is scope for some work to be done from home. [During COVID 19 pandemic all work is being done from home].

Specific working hours can be negotiated (for example three 7.6 hour days or four-five shorter days). As noted above, there may be some scope to negotiate additional hours per week with the right candidate.

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For further information, please contact the CEO, BetterEvaluation, Patricia Rogers at info@betterevaluation.org or 0409 386 499.