

Position Description

Position title	Operations Manager, NILS Network of Tasmania
Hours	38 hours per week (1.0 FTE)
Reports to	Chief Executive Officer
Tenure	Ongoing Contract with three month probation
Location	NILS Office – Mornington
Contract Rate	Social, Community, Home Care and Disability Services Industry Award 2010, Level 6. Salary Packaging Available increasing net income above award level, and open to negotiation for the right candidate

The NILS Network of Tasmania

The NILS Network of Tasmania Inc (NILS Tasmania) is a dynamic community not for profit organisation that is one of Australia's leading community lenders. NILS Tasmania aims to improve the standard of living of people on low incomes by providing them with non cash loans for essentials such as household items, educational items, car maintenance, medical expenses, dental services and micro-businesses.

We are engaged in an exciting growth and change process as an organisation as we seek to support and reach significantly more Tasmanians over the next three years.

Our Mission: Support low income Tasmanians by providing access to safe and affordable loans.

Principles:

1. Efficient loan delivery and systems to provide a real alternative to exploitive lending.
2. We work towards Tasmanians gaining financial confidence through accessing and repaying our loans.
3. Maintain and enhance the community access points of our network to provide true community-connected lending.
4. Be a strong and respected advocate for fair and equitable lending for low income Tasmanians.

Initiatives 2020 – 2025:

1. Grow Micro Finance to meet the needs of as many Low Income Tasmanians as possible, through building the client base and increasing loan purposes, volume and values.
2. Utilise all available technologies to continually improve the loan experience for our clients, partners and staff.
3. Grow MicroBusiness loan volumes and client base whilst enhancing the client experience throughout the life of the loan.
4. Embed strategic governance.
5. Maximise NILS Tasmania's financial diversity and independence.

Position Summary

The Operations Manager will manage all aspects of NILS day to day operations and will be responsible for oversight of NILS loan administrative processes and systems, including supervising and supporting the client facing reception and loan processing team. This role in the short term will have carriage of managing external consultants to work with the NILS team to inform a design thinking review of our systems and processes to enable a more efficient and better client and staff experience of NILS loans. This role will also have ongoing responsibility for ensuring that data, client evaluations, team insights drives operational decision making and innovation. The role will manage key internal controls that exist through process, policies and systems in our loans operations. The Operations Manager will also work with the CEO to ensure NILS is a great loan provider, an innovative organisation and a good place to work.

Key Tasks

1. Ensure proactive human resource management of staff, creating a strong team culture and a good workplace, focussed on the client experience and compassionate compliance with internal controls necessary for the lending and repayment processes.
2. Manage the day to day operations of NILS Tasmania, ensuring that NILS KPIs are met.
3. Drive efficiency, team culture and continuous improvement across the organisation
4. Manage external consultants, alongside the CEO, to engage in a design thinking review of the work flow and systems in NILS, and then oversee the delivery of system changes identified.
5. Lead and manage key internal controls that exist through process, policies and systems in our operational areas, to ensure they are maintained and evolve with the needs of the business.
6. Lead the Processing, Collections and Reception teams to always deliver the services to our customers that are aligned with our strategy and desired customer experience.
7. Supervise application and arrears processes from initial enquiry to loan completion.
8. Oversee maintenance and integrity of NILS and Good Shepherd databases .

9. Work with the Chief Executive Officer (CEO) to ensure all reporting is completed in a timely manner.
10. Establish internal and external collaborative relationships to ensure organisational goals are achieved and exceeded.
11. Other duties as required.

Key Performance Indicators

1. Conduct regular supervision sessions with all NILS administration staff, engaging and involving them in the strategic intent of the organisation.
2. Meet or exceed all agreed loan program targets.
3. Databases maintained and systems up-graded/replaced as required.
4. Ensuring, in partnership with CEO and finance officer the accurate reconciliation between financial accounts, loan management database and bank accounts on a monthly basis.
5. Information provided to enable all reporting to be completed in a timely manner.
6. All loan records and files are maintained in accordance with NILS procedures and privacy requirements.

Key Selection Criteria

Required:

1. Commitment to social justice and an understanding of issues facing people living on low incomes.
2. Demonstrated high level competency to manage, develop and mentor employees to achieve excellence.
3. Demonstrated ability in managing change and innovation of organisational programs and processes.
4. High level experience with data bases, information technology and spreadsheet software.
5. Demonstrated experience in a leadership or customer facing operational management related role.
6. Ability to have difficult conversations with respect, integrity and openness.
7. Time-management and organizational skills with the ability to effectively set priorities and manage a diverse workload.
8. Ability to exercise considerable initiative, discretion and professional judgement.
9. Ability to develop and implement relevant policies and procedures.

Optional:

10. Experience in a community or commercial lending/finance environment.

Additional Information

Qualifications

A degree or diploma in a relevant discipline or equivalent experience.

Occupational Health and Safety (OH&S)

All employees and contractors are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve OH&S.

Pre-existing injury

The persons contracted to this position is required to disclose any pre-existing injuries or disease that might be affected by working in this position. This will assist the agency in providing a safe work environment.

Level of Responsibility

A high degree of responsibility for own work under broad direction from the Executive Officer. Works in accordance with NILS Network of Tasmania policies and procedures.

Travel

Some intra/inter state travel may be required.

Police Check

The successful applicant will be required to undergo a Police Check and have/be eligible to receive a Working with Vulnerable People clearance.

Further Information

For further information please contact John on 0408 320 826 or email john@nilstasmania.org.au

Applications

Applications MUST include:

- A written statement addressing each of the key selection criteria.
- A current resume or statement of experience.
- At least 2 recent work referees.

Applications must be received electronically (by email) by 12pm Wednesday 14th July.

Applications must be addressed to the CEO John Hooper, emailed to john@nilstasmania.org.au

Applicants that only send their resume WILL NOT be considered. Applicants are encouraged to visit the NILS Network of Tasmania website www.nilstasmania.org.au