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| ****Position Description**** | | | | | | | |
| Position Title | Executive Operations Manager (National) | | Department/Centre | | | National Office | |
| Type of Position | Fixed Term Contract | | Position Hours | | | Part Time 0.6 EFT | |
| Date Created | 04/01/2022 | Position Description Review | | Annual | **Performance Review Date** | | 6 Monthly |
| General Position Overview | Fusion Australia is a grass roots non-denominational independent faith based not for profit organisation. For over 60 years Fusion has been working to bring life and hope to people by bridging gaps in community funded programs. We have been successful in this endeavour through the development of strong local community engagement, engaged philanthropic and fundraising support, combined with local social enterprise activity.  The Position of **Executive Operations Manager (National)** has been created to support the office of the CEO to maintain oversight of Fusions 16 local centres contractual and reporting obligations, and to support the company secretariate’s governance functions. | | | | | | |

**FUSION VISION MISSION AND VALUES**

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| **Fusion Mission** |
| Engaging creatively with communities to bring life |
| **Fusion Vision** |
| Transformed communities where young people thrive. |
| **Fusion Values** |
| **Justice** - the recognition of the boundaries that are an integral part of all aspects of life.  **Mercy** - the capacity to see life from the perspective of another.  **Compassion** - moving past our own self-absorption to love and care for others and the world around us.  **Respect** - the recognition that every person has priceless value, and all have a gift that we are only able to receive when we see them as separate and unique individuals.  **Industry** - Industry is the recognition that we all have a contribution to make to society, and we will only be fully alive as we are free to exercise our unique gifts productively. |

**Fusion Conduct Expectations**

Fusion Australia is a Youth and Community organisation of people motivated by Christian values and the belief that people matter. All Fusion workers must act consistently in accordance with Fusion code of conduct and comply with Fusion policies and procedures. All workers must challenge practices observed that are inconsistent with these. All workers must use Fusion values as a basis for managing relationships and decision-making.

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| **Requirements in this role** |
| The **Executive Operations Manager (National)** objectives are to:   * Support the development and achievement of Fusion Australia’s strategic plan * Increase funding opportunities and diversify income streams * Responsible for providing strategic operational and corporate direction and management. * Ensure target performance and outcomes are met in all service level agreements. * Ensure business and program compliance with all legislative, regulatory and Fusion Australia requirements are adhered to. * Executive representative for the Board Risk subcommittee. * Provide end to end support to the Fusion Australia Board and Company Secretary in undertaking the organisations governance systems and management. |

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| Key Challenges (Summarise any specific issues that Fusion recognises may make the role a challenge or unique.) |
| Fusion Australia’s nationally distributed suite of programs operate across multiple disciplines (mental health, aged care, community housing, retail, disability, and community development). Most of these reside within separate state or federal jurisdictions that require individual reporting, acquittals, and compliance obligations across multiple government portals.  State and Local Centre managers undertake most of the reporting actions, however above this the organisation requires a collaborative, coordinated national approach to business compliance that ensures business continuity, resilience, and strategic growth, yet maintains the local grass roots sense of control and engagement.  As a grass roots organisation much of Fusion Australia achievement has been driven through exceptional long-standing volunteers and missionaries, including Company Secretary and governance functions. As the community service and volunteer landscape changes this role has been generated to build additional resilience and expertise into the organisations governance systems and structures.  The role includes travel executed in line with the objectives and Fusion’s Mission, Vision and Values |

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| Key Relationships | | |
| Internal | | |
| I am accountable to: | Chief Executive Officer | |
| I work closely with: | The Executive Office Team,  State Management Team  Local Centre Leaders  The Board Chair and Company Secretary | |
| Accountable to me: | None | |
| External: | Local, State and Federal government agencies | |
| Committees/Groups: | Executive staff meetings, National Representative Council, Board and Risk subcommittee. | |
| Work Experience and Skills | | |
| Essential Criteria: | | Desirable Criteria: |
| Demonstrated leadership experience at a senior level including the ability to develop strategy and its successful execution. | | Ability to relate effectively with stakeholders from diverse cultures and backgrounds |
| Experience in business operations management, NFP experience preferred, with an entrepreneurial approach | | Understanding of Trauma Informed practice |
| Ability to liaise with government and funding partners, support centres prepare funding acquittals, reports, budgets and correspondence as required | | Ability to write & implement risk assessments |
| Ability to think creatively, strategically and innovatively including networking and liaising with other agencies, both government and non-government | |  |
| Possess excellent communication and interpersonal skills with a strong focus and proven ability to connect with, build and maintain stakeholder (internal & external) relationships | |  |
| Experience in organisational governance systems, management and reporting to ensure efficient, productive, and timely outcomes that support the strategic plan. | |  |
| Highly organised with strong administrative and self-management skills with proven ability to manage and prioritise workloads. | |  |
| Highly competent in Microsoft Office applications and experience in SharePoint, CRM database, website, and social media platforms. | |  |
| Flexibility to adapt and adjust to changing organisational demands whilst meeting routine commitments and deadlines. | |  |
| Demonstrated ability to maintain confidentiality | |  |

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| **Qualifications, Education and Experience** | |
| Essential Criteria: | Desirable Criteria: |
| Degree or Diploma in a business discipline / governance / philanthropy or experience in a similar role | Experience in community emergency relief and support |
| Experience working with volunteers and vulnerable people |
| Maintenance of up-to-date WWCC and Police Check | Comprehensively insured transport available for work |

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| **Certificates and Checks - Required for this Position – Current and ongoing while in role** | |
| National Police Check and Statutory Declarations |  |
| Safe Organisation Course - at relevant level of training for role |  |
| Working with Children Check |  |
| First Aid Certificate |  |
| Driver’s Licence – where driving on behalf of Fusion |  |
| CTP and Comprehensive car insurance – where using own vehicle for Fusion work |  |
| Others, please list: e.g. Bronze medallion |  |

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| Personal Qualities and Behavioural Traits |
| Commitment to network and work collaboratively with other agencies |
| Energetic and motivated, with demonstrated ability to work in collaboration with team |
| Strong desire to see change in the lives of our clients and their communities |
| Understanding of and willingness to work within a framework of Christian values |

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| Key Result Area Summary | | | | |
|  | Key Result Area | Responsibilities/Duties What key tasks must be completed? | Key Performance Indicator (KPIs)(%)TimeAllocation |  |
| 1 | Business Leadership | Identify and coordinate agreed goals and standards in line with and to contribute towards the successful delivery of Fusion Australia’s vision, strategic and business plans | Coordination, development, implementation and reporting of a national business plan. |  |
| 2 | Funding, regulatory, and legislative reporting | Manage operational regulatory reporting including, ACNC, Consumer Affairs, Federal and State contractual obligations, Work Health and Safety | Compliance achieved. |  |
| 3 | Business Mentoring | Provide exceptional mentoring and leadership support across the areas of business operations and reporting | Business sustainability demonstrated by income generation and or program innovation. |  |
| 4 | Governance Support | In consultation with Chair and CEO develop an agenda that reflects the wishes of the Board and organisational priorities.  Compile and circulate papers to directors prior to meetings or via circular resolution.  Ensure Board minutes are taken and followed up.  Maintain a Board calendar of meeting times and dates, venue, and work plan.  Arrange AGM and any other extraordinary general meetings.  Maintain company membership records.  In consultation with the Company Secretary and CEO undertake management follow up of Fusions property and lease agreements. | End to end support for the CEO and Board in governance operations achieved within Fusion governance policy & guidelines. |  |
| 5 | Safety, Quality and Continuous Improvement | Commitment to delivery of high-quality service through continuous improvement processes, appropriate risk management and ensuring safe organisation culture.  Participate in outcomes measurement, & evaluation processes. Seek client feedback where appropriate  Compliance with & contribution to WHS policies, to ensure a safe working environment.  Promptly record and report all incidents and complaints according to Fusion requirements. | All work and records comply with the relevant legislation/ regulations, Fusion’ policies and procedures, within timeframes.  Fusion’s Safe Organisational culture is maintained in all areas under current delegation, including mandatory reporting guidelines in NSW.  Confidentiality is maintained and sensitive matters are dealt with diplomatically and discreetly.  Low level of formal complaints and positive feedback from all stakeholders achieved. |  |
| 6 | Professional Conduct and Relationship Management | Work within Fusion’s shared values, philosophy, Policy &Procedures, Code of Conduct, including mandatory reporting requirements in NSW.  Work within the Fusion framework of early intervention, diversity, inclusion, and non-discrimination.  Support the induction, peer support and ongoing professional development of new workers, students and volunteers.  Undertake the duties of other staff during periods of leave. | Positive and professional working relationships are maintained.  Fusion is represented ethically and professionally in the community.  Good working relationships with all stakeholders.  Organisational needs are understood and acted on. |  |
| 7 | Professional and Personal Development | Regular monthly management supervision and check in with the CEO | Attend professional supervision as required. |  |

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| Notes/Comments |
| Responsible contribution to the management and maintenance of office, desk, all equipment, petty cash, and vehicles belonging to Fusion. |

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| I have read and understood the requirements of the position. |

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| Name: |  | Sign: |  | Date: |  |
| Supervisor/Manager: |  | Sign: |  | Date: |  |

