**Position: Chief Operations Officer (COO)**

Responsible to: Chief Executive (CE)

Status: Fixed term contract.

Classification: The role is Award free.

Hours: 0.8 FTE (negotiable)

Location: The Joinery, 111 Franklin Street Adelaide

**OVERVIEW**

The Chief Operations Officer (COO) oversees all daily business activities and is responsible for line management of operations and programs staff.

The COO is expected to work independently but also collaboratively where required, building relationships with relevant stakeholders.

The COO also provides support to the CE on a range of matters as required.

**DUTIES AND RESPONSIBILITIES**

**OPERATIONS MANAGEMENT**

* Direct line management of the operations and programs teams.
* Manage relationships with operational stakeholders and customers.
* Ensure effective and robust management systems and processes are in place to provide efficient operations.
	+ Develop and maintain Human Resources and Corporate Policy suites.
	+ Monitor compliance with WHS policy and procedures.
	+ Manage supplier contracts for services including finance/accounting, ICT, vehicles, office supplies and equipment for all staff.
* Ensure the effective use of CCSA CRM database (Nation builder), public facing website and integrated services.
* Prepare, monitor and report on annual budgets in conjunction with the CE and Treasurer.
* Ensure CCSA compliance with statutory reporting obligations.

**PROJECT MANAGEMENT**

* Ensure effective management of CCSA projects, including financial oversight, costing, report and project acquittals.
* Monitor outputs against contract deliverables and instigate remedial actions where necessary.
* Attract and develop further projects which are consistent with the strategic direction of the organisation.
* Delivery of specific project outcomes when required in negotiation with the CE.

**ORGANISATIONAL DEVELOPMENT**

* High level contribution to strategic planning.
* Develop and implement an annual business plan which is consistent with the Strategic Plan.
* Effectively communicate business goals of The Conservation Council of SA, The Joinery and The Adelaide Sustainability Centre brands.
* Develop, in conjunction with the CE and senior program staff, risk assessment and action plans for all critical outcomes.
* Provide support to CE in coordinating the AGM and other Council business.

**SKILLS & EXPERIENCE**

**ESSENTIAL**

Senior management experience in either a program or business management setting.

* Good financial management and budgeting experience.
* Influencing and networking skills.
* Exceptional interpersonal skills including:
	+ Ability to build rapport and engender trust; collaborative.
	+ Excellent communication skills (written and oral).
	+ High level of diplomacy.
	+ Ability to present in a professional manner and generate credibility with internal and external clients.
* Strong project management skills including:
	+ Ability to plan, implement, follow-through and complete.
	+ Attention to detail.
	+ Creativity.
* High level of competency using MS Office. Understanding of CRM database software and its application (or ability to quickly acquire).
* Self-starter with high level of initiative; self-motivated and resilient.
* Good time management and the ability to manage work flexibly.
* Positive, can-do attitude.

**DESIRABLE**

* General knowledge of environment issues in South Australia
* The role and operation of community non-profit environment organisations
* Experience working within member-based community organisations

**PERSONAL ATTRIBUTES**

* Commitment to environment and social justice issues.
* Excellent communicator.
* Initiative and self-motivation.

**REPORTING**

* This position reports to the Chief Executive and to the Executive Committee as requested.
* All Operations and Project staff report to this role.

As of May 2022, these are:

* Fundraising Manager
* Communications
* Joinery Coordinator
* Admin Support
* Outreach Officer
* Reefwatch Project Officer
* Adelaide Sustainability Centre Coordinator
* Finance Officer