

Job Description

Operations Manager

Department	Governance and Performance
Reports to	Chief Operating Officer
Direct Reports	Operations Assistant
Grade	Grade 5
Status	Permanent full-time
Location	Greenpeace's normal places of business

Role Purpose

The Operations Manager provides crucial planning, coordination and oversight capacity for Greenpeace Australia Pacific (GPAP) in the delivery of key organisational projects and critical operations.

The role works closely with the Leadership Team taking responsibility to curate and coordinate organisational planning, review and reporting cycles. The role will, at times, lead projects, however greater emphasis is directed towards working with project leaders, managers and other key stakeholders in the effective implementation of multiple programs of work across the organisation.

The role is nested within the Governance and Performance department and acts as a key resource in ensuring the upkeep and maintenance of property, facilities and equipment; and risk management process.

Greenpeace Values	Greenpeace Mindset
Global Mindset	Greenpeace is an independent campaigning organisation, which uses peaceful, creative confrontation to expose global environmental problems, and develop solutions for a green and peaceful future. Our goal is to ensure the ability of the earth to nurture life in all its diversity. That means we want to protect biodiversity in all its forms; prevent pollution and abuse of the earth's ocean, land, air and fresh water; end all nuclear threats, and promote peace, global disarmament and non-violence.
Trust and Respect	
Values People	
Knowledge Sharing	
Goal Orientated	
Cutting Edge	

Key metrics

- Project management
- Planning, coordination and oversight
- People Management
- Stakeholder engagement
- Property, facilities and equipment management
- Safety culture, risk management and compliance
- Compliance with framework conditions

Role Responsibilities

Project management

Key Metric	How Success is Measured
Effectively manage priority organisational projects	• Document clear project scope and deliverables • Map project activities, resources, dependencies and timelines • Coordinate all project tasks and deliverables within deadlines, budget and to quality and safety standards • Ensure the project outcomes and practices reflect the Greenpeace mindset and values and safe work practices • Identify, mitigate and report on project risks and issues • Effective and timely communication with project sponsor and key stakeholders • Plan for and carry out relevant change management initiatives to optimise project success. • Manage designated budget, prepare scope and deliverables for contracts, ensure invoices are approved and paid in a timely fashion

Planning, coordination and oversight

Key Metric	How Success is Measured
In collaboration with the CEO & LT take carriage over planning, coordination and oversight of organisational operations and projects	• Coordinate and oversee the timely updating of key organisational projects and critical operations in the organisational calendar • Responsible for coordinating relevant reporting and planning processes, and providing timely, accurate and complete reports on the operating condition of the organisation to the CEO and Board. • In collaboration with the Leadership team curate and coordinate quarterly operational cycles, inclusive of planning, coordination and oversight functions of the Leadership Team

	• Curate the all-organisation monthly meetings and regular Leadership Team meetings ensuring appropriate prioritisation of business, guests are briefed, papers and records are maintained and relevant outcomes are communicated • Identify opportunities to enhance management practices, processes and activities across the organisation. • Implement initiatives and aid the Leadership Team, to elevate and maximise performance and accountability of staff across all functions. • Convene a leadership team budget review for the month, in concert with finance and other stakeholders
People Management	
Key Metric	How Success is Measured
Effectively built and fostered working relationships	• Lead and motivate the Operations team member(s) and volunteers in line with the organisational aims objectives and cultural values • Provide effective leadership and management • Ensuring that the Operations Team is an actively learning team. • Cross-train the Operations team to provide resilience across roles.
Stakeholder engagement	
Key Metric	How Success is Measured
Built strong internal stakeholder engagement	• Build and foster relationships with management, staff and volunteers to understand key work practices, processes, needs and risks • Learn from past practice and innovate to make the workplace safer, more inclusive and productive • Respect and take into consideration the diverse opinions and feedback of internal stakeholders • Adapt communication style and create a range of materials to convey key messages and information to a variety of audiences • Ensure effective management of contractors on site including performance to plan and ensure work is carried out to a high standard • Recommend initiatives that contribute to a positive organisational culture.
Property, facilities and equipment management	
Key Metric	How Success is Measured

Rainbow Warrior House is well run, productive, vibrant workspace.	• Oversee the upkeep and maintenance of property, facilities and equipment • Ensure archiving records are maintained • Collaborate with internal stakeholders to design and implement creative and sustainable resources and solutions with regards to facilities and property management • Develop and maintain manuals and standard operating procedures relevant for assets, equipment and other facilities
Safety culture, risk management and compliance	
Key Metric	How Success is Measured
Has embedded a risk aware and safe work mindset into the GPAP culture	• Policy and procedure development • In collaboration with COO ensure organisational insurances are renewed and oversee the administration of claims • Facilitate and support the leadership team and senior managers to embrace and role model a safety mindset • Develop and integrate innovative and engaging training, awareness and induction programs to promote sustainable risk awareness and preventive behaviours • Maintain Critical Incident Response Team procedures and documentation • Facilitate risk workshops to identify organisational risks • Develop reporting to track key indicators of an effective safety practices and culture • In consultation with Head of People and Culture promote best practice Work Health and Safety (WHS) and provide guidance on safety management and legal compliance
Compliance with Framework Conditions	
Key Metric	How Success is Measured
Has developed, promoted and complied with policies (in line with regulations and standards)	• Comply with Greenpeace's Equal Employment Opportunity policy (EEO), Code of Conduct and other Greenpeace policies • Oversee WHS audits and compliance ensuring employees are consulted on issues which will affect their health and safety

Role Requirements

Knowledge

- Working knowledge of current WHS legislation, standards and best-practices
- Working knowledge of risk management practices

Skills

- Influential communicator and coordinator with a wide range of internal and external stakeholders
- Excellent organisation and time management skills
- Strong interpersonal skills
- Excellent written and verbal communication skills
- Technically competency in Microsoft and Google Suites and Email
- Technically competency in using project management tools

Experience

- Demonstrate previous project management experience
- Experience in office and property management
- Experience in coordinating cross organisational planning and reporting processes
- Experience in implementing safety management systems in medium sized organisations
- Experience in drafting policies and procedures
- Experience in NFP organisation (desirable)

Employee Commitment	
Signature:	Date: