

POSITION DESCRIPTION

POSITION TITLE:	CHIEF OPERATING OFFICER (COO)
Business unit:	Management, Administration and Development
Reports to:	The Chief Executive Officer
Responsible for:	Financial Controller, System Manager, and People & Culture Manager
Authority Over:	All Community Resources staff
Delegation:	As indicated in the delegation schedule
Industrial instrument:	Award Free

PURPOSE OF POSITION

This position is responsible and accountable for directing and managing all operational activities of the organisation and ensuring the implementation of overall organisational strategy, managing the internal operations of Community Resources, and providing consistent high-level advice to the CEO.

RESPONSIBILITIES

The below summarises the key responsibilities of the position and what good performance looks like.

Key Responsibilities	
Mission, Strategy and Operations	<ul style="list-style-type: none"> • Providing strategic direction, leading, managing and directing all operational activities of the organisation. • Ensuring all corporate and business unit strategies and plans are aligned, reviewed, and successfully implemented – taking remedial action where necessary. • Building relationships between the operations and support divisions and ensuring the business units receive adequate operational support. • Providing support and assistance to the CEO on corporate and group issues where required. • Communicating with the CEO to ensure he/she remains fully informed of all significant operating issues. • Acting, as required or in the absence of the CEO, as the chief spokesperson for the organisation. • Directing and motivating subordinate managers to achieve agreed targets. • Works with integrity, delivering on mission and strategy, demonstrates impact and achieves planned financial and operational outcomes against budget and other performance measures. • Collaboratively and respectfully manages a team of senior managers in pursuit of company objectives. • Demonstrates a commitment to workplace diversity, inclusion, development, and recognition. • Provides culturally safe workplaces that exemplify Community Resources commitment to Aboriginal and Torres Strait Islanders and self-determination.

	<ul style="list-style-type: none"> • Develops measures of success for consideration and approval by the CEO and regularly evaluates and reports the organisation’s performance to the CEO, based on CR’s commitment to achieving positive social and environmental outcomes, underpinned by financial sustainability in an appropriately risk-managed environment. • Maintains an awareness of the internal and external competitive landscape to identify new opportunities and/or risks which may impact the achievement of strategic objectives.
Financial, Resource and Risk Management	<ul style="list-style-type: none"> • Accountability for the overall profitability of the operational activities for areas of responsibility. • Is responsible for developing and maintaining sound financial systems, practices and policies including an appropriate internal control environment to mitigate financial risks and exposures, within the parameters established and approved by the CEO. • Works with Senior Managers preparing an annual operating and CAPEX budget for CEO approval. • Prudently manages Community Resources financial resources within budget allocations, working capital parameters and liquidity guidelines approved by the Board. • Is responsible for inculcating a risk culture in the organisation and managing risks within both the parameters of the Board’s approved Risk appetite and the Risk Policy and reporting accordingly. • Oversees and adds value to commercial negotiations, focusing on procurement contracts, including organisational systems that positively impact on profitability and sustainability. • Supports the CEO to implement and maintain desired environmental and social impacts delivered by CR are underpinned by a financially sustainable business. • Maintains and fosters positive relationships with business partners and funding bodies to deliver best possible financial outcomes. • Reports as required to the Compliance, Audit, Risk and Finance Board Committee, and progresses the priorities of the Board via the Committee.
People and Culture	<ul style="list-style-type: none"> • Effectively manages staff performance, ensuring the completion of probation and performance reviews. • Oversees the updating of position descriptions and duty statements. • Is responsible for the provision of relevant professional development and training. • Develops a succession plan for senior staff positions within the organisation. • Ensures ongoing compliance and development of WHS policies and procedures. • Develops and maintains an organisational culture that attracts, rewards, and retains high calibre staff. • Maintains appropriate policies and systems to ensure efficient and fair People and Culture practices. • Report as required to the People, Safety and Culture Board Committee and progresses the priorities of the Board via the Committee.

Communications	<ul style="list-style-type: none"> • Ensures that the CEO is provided with timely, strategically focussed reports no later than one week before any Board or Board Committee meeting. • Represents the position and views of Community Resources to all relevant internal and external stakeholders in a way that enhances its reputation. • Identifies and establishes productive working relationships with relevant government, private and not for profit organisations and agencies.
Corporate Governance	<ul style="list-style-type: none"> • Works collaboratively with the CEO in a manner that enables informed decisions, identifies, and manages risk. • Ensures that the Community Resources strategic plan and annual Business Plan is implemented. • Provides leadership, direction, and advice in the development of operational and financial plans. • Ensures corporate and regulatory compliance. • Advocates good governance standards and practices to Executive and staff at CR and supports an organisation culture that supports strong governance practice. • Implements systems and controls to ensure digital and physical security of records.
Quality and Safety	<ul style="list-style-type: none"> • Accesses, understands, and applies all policies and procedures implemented by Community Resources to achieve quality and safety standards. • Follows reasonable and safe instructions regarding your knowledge, skills, and experience. • Takes personal responsibility and reasonable care for the health and safety of self and others. • Promptly reports hazards, incidents, near misses and people or property damage to WHS representatives. • Actively participates in meetings and training relevant to role and workplace. <p>Respects places, people and practices associated with the traditional custodians of the land.</p>
General	<ul style="list-style-type: none"> • Respects the diversity and differences within our team and community. • Behaves in accordance with our values of being authentic, fair, kind, brave, and sustainable. • Positively supports less experienced personnel. • Reports information security incidents and any suspected breaches to the ICT team. • Attends internal Information Security awareness training sessions from time to time as requested. • Reports to work on-time and fit for work, notifying absences as early as possible.

POSITIVE PERFORMANCE INDICATORS (REVIEWED AND SET ANNUALLY)

- Ensures that Community Resources is an employer of choice in its sectors that models its values.
- Develops, demonstrates, and encourages Aboriginal cultural competence, as fostering development of Aboriginal and/or Torres Strait Islander staff.
- Implements annual business plans and budgets (including KPIs) consistent with Community Resources', drives the delivery of the strategic plan, and reports against agreed KPIs.
- Consistently ensures that timely, accurate and meaningful reporting on operational, strategic, financial and risk is made to the CEO.
- Monitors and regularly reports the financial position (including agreed financial ratios) to the Compliance, Audit, Risk and Finance Board Committee, and oversees the liquidity, Balance Sheet, and capital management within approved parameters.
- Manages, mitigates, and reports against key Risks identified in periodic Risk Reviews and the Risk Management framework.
- Fosters collaborative and productive internal and external working relationships and ensures that CR's reputation is safeguarded.
- Identifies and refers opportunities for growth, diversification, and innovation to the Board.

EMPLOYEE CRITERIA

Employees performing this position have the following knowledge, skills, experience, and qualifications;

- At least 10 - 12 years' relevant management and operational experience coupled with tertiary level qualifications. Experience in a social enterprise or waste management is highly desirable.
- Financial management/reporting and analysis skills, including development and implementation of financial and commercial plans, and budgets to support the strategic plan.
- Experience in working to develop a high-quality strategic plan and a demonstrated capability in the effective implementation of strategic and operational plans.
- An inspiring and visionary leadership style that will motivate all stakeholders including staff, the Board, community partners, funders, those with barriers to employment, and the local communities more broadly, including strong skills in change management and people management.
- Experience with development and improvement of internal systems and processes, coupled with culture change and performance improvement.
- A genuine commitment to people and the planet through employment and community development.
- A demonstration of and commitment to governance excellence.
- A commitment to Community Resources work, through ensuring its enterprises are both high quality and high value.
- A commitment to developing Aboriginal leadership.
- The ability to represent Community Resources as a capable and inspiring leader.

KEY CONTACTS

This position interacts as required with the following members of the workplace and community;

Contacts in the workplace

- Board
- CEO
- Executive and Business Unit General Managers
- Employees

Contacts in the community

- Community Partners
- Funding Partners
- Government Bodies