

connect MPID

MACQUARIE PARK INNOVATION DISTRICT

Operations Manager – Position Description

January 2025

INTRODUCTION

CMPID is seeking an organised, proactive and detailed Operations Manager to report to the General Manager (GM) and working closely with members, employee, suppliers and stakeholders to facilitate the day-to-day operations of the organisation as well as monitor and provide advice to ensure delivery, revenue and regulatory targets are met.

PERSONAL ATTRIBUTES YOU'LL BRING TO THE ROLE:

- Be able to think strategically, and problem solve.
- Be in love with details and interrogating data and issues to resolve in a timely manner.
- Be proactive and top of the organisation's operations, you're not one to wait around for instructions from top down.
- Come to the table with solutions and recommendations instead of just problems.
- Have sound organisational skills with the ability to work autonomously to meet deadlines and manage competing priorities.
- Have a 'can do' attitude

TECHNICAL SKILLS

- High level of general computer literacy.
- Previous experience in an operations and/or finance role.
- Strong attention to detail and organisational skills.
- Excellent skills and experience with Excel including building & tracking budgets and project management tracking.
- Experience with accounting software programs with XERO experience highly regarded.

KEY RESPONSIBILITIES - DETAILED

Member Services

- Onboarding of new members – application forms, invoice, logo, website update and comms, meetings, comms
- Respond and act on member issues, questions and requests
- Manage annual member renewal process
- Understand member needs and issues to target communications to enhance engagement

Event Management

- Arrange facilities and event catering for Board and member meetings
- Organise large scale stakeholder events including invitation process, venue and facilities, catering, signage, suppliers, budget, AV, team tasks, post-event actions.
- Establish and maintain event communications and rsvp process via Ontraport

Communications & Marketing

- Assist in development of behaviour change campaigns, implement and monitor campaign effectiveness
- Develop collateral in conjunction with creative and production suppliers
- Website maintenance
- Creation
- Monitor incoming emails (info@, accounts@) to respond to enquiries from potential members, partners and community members
- Maintain Style Guide and ensure team, designers and collaborators adherence

Financial / Data Management

- Maintain member contact details, logos and billing requirements
- Develop annual budget based on annual Workplan
- Upload and maintain budget in Xero as per Work Plan
- Monitor income and expenses against Work Plan budget
- Accounts payable and receivable, including banking
- Produce monthly/quarterly Management Reports for GM and the Board
- Liaise with Accountant to produce annual audit report
- Review and pay monthly and quarterly BAS
- Approve monthly Superannuation payments in Xero
- Review and renew business insurances annually
- Oversee user roles within Commbiz in conjunction with Administrator
- Liaise with bank and board members to update account signatories as required

IT Management

- Manage and maintain subscriptions to IT products and services & update billing info in line with new Co debit card
- Act as Administrator on IT systems, products and apps to add, maintain and delete users and licenses as required
- Review and renew IT services to meet business needs
- Troubleshoot key errors or system issues with supplier and team

Administration & Regulatory Management

- Submit Annual report with Dept Fair Trading
- Maintain ASIC requirements – Public Officer, Australian Business Register etc
- Maintain Policies and procedures manual
- Manage organisational projects such as system upgrades, key reports, funding proposals etc

Team & HR Management

- Liaise with Optus Corporate Property team in relation to WHS compliance, new employees, OCS events and issues
- On boarding of new employees - laptop, email, system access, induction, payroll
- Off boarding of employees - laptop, email, system access, payroll
- Manage Employee 'starting package', leave and payroll enquiries, employment issues
- Liaise with payroll (EFS Strategic) in relation to new employees, payroll enquiries, bonuses and resignations
- Manage regular Team meeting booking
- Oversee employee entitlements, HR regulations, leave etc
- Maintain Employee Policy handbook and procedures
- Approve monthly employee superannuation payments
- Process fortnightly payroll payments via CBA

Structure: Reports to the General Manager

CMPID employees: 4 total (1 full time and 3 part time)

Direct reports: nil

Budget: TBA