



Chief Operating Officer

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Position Number	0725
Section/Unit	Executive Director's Office
Reports to	Chief Executive
Employment Basis	Full Time Executive Contract
Location	Melbourne

Scope of Position

Reporting to the Chief Executive, the Chief Operating Officer (COO) is accountable for driving the development, monitoring, evaluation and implementation of the agency's Strategic and Operational Plans.

The COO provides strategic oversight to key functions including People & Capability, Finance, IT and Facilities. The COO works closely with the Chief Executive to ensure that the overall agency structure and operations is appropriate to achieve the agency's strategic goals. A key responsibility of the role is to translate high-level strategy into actionable operational plans and measurable performance outcomes. This will be achieved through the establishment of robust internal management practices and the delivery of efficient, effective operations across the agency.

Key Responsibilities

- Drive initiatives and projects to transform OAU's culture, and facilitate cultural alignment across the agency
- Act in close consultation with the Chief Executive to lead and coordinate internal work to improve cross agency ways of working and internal accountability
- Develop a Property & Asset Strategy to ensure the agency achieves an optimal return on investment whilst also making the best use of our assets in line with agency requirements
- Contribute to the work of Oxfam globally through relevant forums including the meeting of COOs across the confederation
- Actively contribute to the leadership of Oxfam Australia as a key member of the Executive Leadership Team
- Act for the Chief Executive in a day-to-day capacity when the Chief Executive is away from the office as delegated
- Lead the development and execution of operational strategies aligned with organisational priorities and mission impact.
- Ensure the organisation maintains DFAT accreditation and other relevant accreditations, positioning the charity for ongoing funding eligibility.
- Drive operational innovation, efficiency, and continuous improvement across departments.

People and Capability

- Alongside the Head of People & Capability, develop a People & Culture strategy and approach that builds organisational capability, and creates high performance, a safe and inclusive environment

- Design, develop and evaluate a P&C approach which enables Oxfam to best attract, engage and retain high performing staff and volunteers, and is seen as an employer of choice
- Ensure that Oxfam has the HR frameworks, policies, processes, systems and tools to achieve its strategic workforce objectives related to staff and volunteers
- Provide credible, contemporary and commercially focused advice to the Chief Executive and Executive Leadership Team on all aspects of human resources related to the strategic and operational needs of Oxfam
- Oversee workforce planning, performance management, talent development, and staff wellbeing programs.
- Support change management initiatives, ensuring clear communication and staff engagement during periods of transformation or crisis

Risk and Information Services

- Lead the development and monitoring of the agency's risk management framework including financial, operational, reputational, and compliance risks
- Ensure ongoing compliance with DFAT accreditation standards and all relevant legislation, regulations, donor requirements, and sector codes (e.g., ACFID, ACNP)
- Oversight and leadership of the DFAT accreditation process
- Provide risk reporting to the CEO and Board, including emerging risks and mitigation strategies
- Promote a culture of integrity, accountability, and ethical practice across the organisation
- Provide risk and compliance reporting to the CEO and Board, including emerging risks and mitigation strategies
- Ensure that Oxfam has the IT frameworks, policies, processes, systems and tools to achieve its operational and governance, protection and compliance information and communications technology objectives

Crisis Management

- Lead the review of and maintain OAU's Crisis Management Plan (CMP) and Business Continuity Plan, ensuring organisational readiness for emergencies
- Per the OAU CMP, lead crisis response efforts, coordinating decision-making, stakeholder communications, and operational recovery
- Report risk and crisis impact to the CEO, Board, DFAT, and other key stakeholders

Facilities & Building Services

- Oversee the management, maintenance, and security of all organisational facilities and physical assets.
- Ensure buildings meet health, safety, environmental, and accessibility standards.
- Plan and manage capital works, refurbishments, and building-related projects within budget and compliance requirements.
- Develop sustainability initiatives for energy efficiency and environmentally responsible facility management.
- Ensure facility-related risks are integrated into the organisational risk management framework.

Policy

- Support the development, implementation and monitoring of organisation-wide policy, including Oxfam International policies
- Contribute to global Oxfam forums which oversee Confederation development within current and future direction and utilise this knowledge in Oxfam Australia policy and program development

- Implement the agency's operational policy framework and contribute to the policy development process, including to the delegations of authority framework

Finance

- Alongside the Executive Lead for Finance develop a Finance strategy to build a sustainable agency for the future, including setting and monitoring of an annual budget to meet the agency's operating needs, and to oversee the necessary investment and long-term financial planning for the agency
- Ensure that Oxfam has the finance frameworks, policies, processes, systems and tools to achieve its financial operational and compliance objectives in Australia and where OAU is executing affiliate
- Ensure appropriate financial processes are designed and implemented for contractor management, and oversee development and implementation of robust procurement policies and procedures
- Design and manage a joined-up process for annual business planning and the budget build process
- Provide sophisticated modelling and advice on matters such as long-term financial sustainability, investment and property strategies, business operating models, sources of funding including social impact bonds and other emerging social ventures models
- Ensure that the Board, Chief Executive and Executive Leadership Team have the financial information needed to inform their strategic decision making
- Accountable for the planning and budgeting process for the organisation

Living our Values

Your strong commitment to Oxfam Australia's values will be essential in achieving desired results in all aspects of our work.

- **Equality:** We believe everyone must be treated fairly and have equitable access to rights and opportunities.
- **Empowerment:** We foster a culture of trust where everyone has the tools, information, and safety to make decisions, take ownership, and grow through learning — including from mistakes
- **Solidarity:** We collaborate across boundaries and sectors, guided by integrity and shared purpose, to promote human rights, advance justice, and work towards a just and sustainable world.
- **Inclusiveness:** Ensuring all perspectives are welcomed and valued and calling out exclusionary behaviours when they arise to foster a truly respectful and inclusive workplace.
- **Accountability:** We act with integrity and take responsibility for following through on our commitments — to each other, to our partners, and to the communities we serve
- **Courage:** We speak up, own our mistakes, and embrace bold, thoughtful action that addresses the root causes of problems and inequity to create meaningful change

Performance Measures

- Accurate and timely budgets provided to and approved by Board of Directors
- Successful maintenance of DFAT accreditation and other key compliance standards.
- Effective crisis management outcomes, including organisational preparedness and recovery.
- Achievement of operational, financial, and facilities-related KPIs.
- Positive staff engagement, retention, and development metrics.
- IT and building systems reliability, security, and alignment with organisational priorities.
- Board and stakeholder satisfaction with operational, risk, and facilities oversight.

Technical Knowledge & Experience Requirements

Essential knowledge and experience:

- Proven executive leadership experience in operations, people, finance, risk management, or corporate services within a charity, NFP, or purpose-driven organisation.
- Strong background and experience developing and implementing organisational change approaches and practices including workplace culture change and Organisational Development processes
- Good understanding of the issues facing the Aid and Development Sector both domestically and internationally.
- Proven experience maintaining DFAT accreditation and managing risk, compliance, governance, and facilities frameworks.
- Demonstrated capability in crisis leadership, business continuity planning, and operational resilience.
- Strong people leadership skills with experience overseeing cross-functional teams.
- Financial literacy and experience with donor compliance, reporting, and external audits.
- Excellent stakeholder engagement, communication, and relationship-building skills.

Desirable knowledge and experience:

- Experience with ACFID Code of Conduct, CHS accreditation, or other humanitarian/development standards.
- Exposure to humanitarian, development, or community services sectors.
- Knowledge of sustainable building practices and environmental compliance.

Personal Skills & Attributes

- Proficient working knowledge of the Microsoft Office Suite (Outlook, Word, Excel, and PowerPoint) with a strong understanding of core functions.
- Commitment to Oxfam's purpose, culture and ways of working
- High degree of emotional intelligence and humility
- Growth mindset and desire to cross skill
- Flexibility in work undertaken in order to assist colleagues and the organisation
- Sensitivity to cultural differences and gender issues, as well as the commitment to equal opportunities.
- Commitment to Oxfam's safeguarding policies to ensure all people who come into contact with Oxfam are as safe as possible.
- Facilitate a collaborative leadership style with receptiveness to new ideas and a capacity to analyse those of value
- Willingness to engage with staff and stakeholders to build cohesive relationships to achieve outcomes
- Possess a dynamic problem-solving approach
- Commitment to social justice and international development
- Ability to cope with frequent transition between different cultures

- Understanding of, and willingness to build, a commitment to equity, diversity and staff health and wellbeing principles
- Understanding of and willingness to build a commitment to Oxfam Australia's development philosophy, principles and objectives

Travel

Occasional international and/or interstate travel is a requirement of the position. It is a condition of employment that staff abide by all agency security and safety protocols, policies and procedures and the Oxfam International Security Protocol.

Child Safeguarding

Oxfam is committed to preventing any type of unwanted behaviour at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct. We are committed to promoting the welfare of children, young people and adults. Oxfam expects all staff, volunteers and representatives to share this commitment through our Codes of Conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us. Therefore, our people are required to comply with the One Oxfam Child Safeguarding and Protection from Sexual Exploitation and Abuse policies and sign the One Oxfam Employee Code of Conduct and Oxfam Australia Child Safeguarding Code of Conduct.

- This role requires work in communities or schools (overseas and domestic) on a regular basis.
- This role requires Oxfam representation when occasionally visiting the field (overseas and domestic).
- This role requires access to information relating to children as well as making decisions which may affect children, including volunteers and other supporters under the age of 18.

Hours

This role will require some work outside usual Australian business hours to enable participation in international forums relevant to this role. The incumbent will be encouraged to work flexible hours and support the organisation in implementing flexible work arrangements