



Position Description - Business Operations Manager

About Great Barrier Reef Legacy

Great Barrier Reef Legacy is a not-for-profit social enterprise dedicated to securing the long-term survival of the Great Barrier Reef and coral reefs worldwide. We are leaders in coral reef conservation, education and stewardship, using science, innovation and multi-media engagement to drive impact.

Our flagship initiative, the **Forever Reef Project**, is a globally significant conservation effort creating a living “coral ark” to protect coral biodiversity from extinction. Guided by strong values and a commitment to professionalism and accountability, we are a small but growing organisation building robust systems for the future.

We are seeking to appoint a **Business Operations Manager** to oversee and strengthen our internal operations and systems as the organisation continues to grow.

Purpose of the Role

The **Business Operations Manager** is a hands-on leader responsible for ensuring Great Barrier Reef Legacy operates efficiently, effectively, safely and lawfully, in alignment with our values and strong people-focused culture.

Working within a small, agile team, the role combines hands-on leadership in business operations with practical delivery, including designing and improving systems, personally developing policies, preparing financial reports and supporting day-to-day business functions that enable effective planning, people management and risk management. The role focuses on business operations rather than day-to-day logistics or facility management.

Working closely with the CEO and Work Area Leads, the Business Operations Manager plays a key role in shaping how the organisation operates, strengthening internal practices, improving operational efficiency and supporting effective collaboration and project delivery with partners, clients and stakeholders.

This role suits someone with hands-on business operations leadership experience, a strong focus on systems, governance, financial and people management, a sharp eye for detail, and a genuine willingness to step in and get the job done.



Key Responsibilities

Operations Planning & Resourcing

- Lead the development and implementation of GBRL's annual Operations Plan.
- Support the CEO and Work Area Leads with broader planning and resourcing aligned to GBRL's mission and goals.

Governance, Compliance & Management Systems

- Lead the review, development, implementation and continuous improvement of GBRL's management systems, policies and procedures, ensuring they are practical, current and fit for purpose.
- Ensure the organisation meets governance, regulatory and compliance obligations appropriate to a not-for-profit organisation, including ACNC, WHS, fundraising, insurance and reporting requirements.
- Maintain key registers, compliance schedules and reporting calendars, and support Board reporting and governance processes.
- Ensure GBRL's operations are conducted with transparency, accountability and strong risk management practices.

People, Culture & Workplace Management

- Provide hands-on leadership and support to a small team, service providers and contractors, fostering a positive, inclusive and people-focused workplace culture.
- Lead the development, implementation and continuous improvement of people and culture systems and practices to attract, retain and support a thriving team of employees and contractors.
- Apply and embed progressive, people-centred HR systems and practices across the organisation, including recruitment, induction, employment documentation, staff records, training and leave management.
- Ensure compliance with workplace legislation and organisational policies, while promoting best practice people management across the organisation.



Financial & Risk Management

- Manage operational budgets, forecasts and monthly financial review processes.
- Support preparation of annual accounts, audits and statutory reporting.
- Lead the design, documentation and ongoing management of Great Barrier Reef Legacy's risk and incident management systems, including maintaining asset, risk and incident registers.
- Coordinate the identification, assessment and management of strategic and operational risks and incidents, making day-to-day risk-related decisions and consulting the CEO and Work Area Leads as required on significant or emerging issues.

Team Effectiveness, Projects & Business Support

- Work closely with the CEO and Work Area Leads to strengthen internal coordination, collaboration and delivery.
- Develop practical tools, templates and systems to support project management, funding delivery, reporting and impact monitoring.
- Support business development activities, including grant and funding proposals, partner reporting and income-related systems.
- Coordinate team meetings and track actions, priorities and project commitments.

Systems, IT & Innovation

- Identify, review and implement fit-for-purpose IT systems, digital platforms, tools and internal workflows that support effective ways of working across the organisation.
- Source, coordinate and manage external technical advice, service providers and collaborators as required, and oversee effective implementation, integration and adoption across the organisation.
- Champion innovation, continuous improvement and new ways of working, including identifying and implementing new digital platforms, technologies and collaborative approaches that enhance organisational effectiveness.

Internal Communications & Reporting

- Strengthen internal communication systems and practices across the organisation.
- Support regular organisational reporting to the CEO and Board, providing timely and accurate information on operations, finances, risks and performance.



Other Duties

- Undertake other responsibilities as required, consistent with the role's scope and the needs of a small, dynamic organisation.
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Key Attitudes & Behaviours

- Strong commitment to GBRL's vision, mission and values.
 - Practical, solutions-focused and willing to roll up sleeves when needed.
 - High standards, strong attention to detail and accountability.
 - Collaborative, inclusive and people-centred leadership style.
 - Able to work autonomously while valuing input and feedback.
 - Adaptable, curious and open to learning and innovation.
 - Maintains confidentiality and professional integrity at all times.
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Person Selection Criteria

To perform this role successfully, the Business Operations Manager must demonstrate strong business acumen and business operations capability, with the ability to apply sound judgement and commercial insight to support organisational performance and decision-making. The role focuses on business operations rather than day-to-day logistical or facility management, and requires a hands-on, collaborative approach within a small team to ensure effective planning, governance, and financial and organisational outcomes.

Essential Knowledge, Skills & Experience

Knowledge

- Understanding of operations management in a not-for-profit, for-purpose or similarly regulated environment, **or the demonstrated ability to quickly develop this capability**, including governance, compliance, finance, risk, workplace health and safety and people management.
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Skills

- **Hands-on operational leadership:** demonstrated ability to personally design, develop and implement management systems, policies, procedures and practical tools across core operational functions.
- **People leadership and collaboration:** ability to support and work alongside small, diverse teams in a respectful, inclusive and people-focused way.
- **Systems thinking:** ability to identify fit-for-purpose systems and processes, source appropriate advice where required, and lead practical implementation and adoption.
- **Judgement and prioritisation:** strong decision-making capability in balancing competing priorities, managing risk and operating effectively in a dynamic environment.
- **Communication skills:** clear, practical communicator able to engage effectively with internal and external stakeholders and support change in ways of working.

Experience

- Significant experience in senior business operations or management roles, with accountability across multiple organisational functions such as governance, finance, people and organisational systems.
- Demonstrated experience in hands-on roles, where personal delivery of outcomes was required rather than purely strategic oversight.
- Experience leading or contributing to the design, implementation or improvement of organisational systems, processes or ways of working.
- Experience supporting teams through change, including embedding new systems or practices.

Desirable Knowledge, Skills & Experience

- Experience working in a not-for-profit, for-purpose or mission-driven organisation.
- Experience working in small organisations or regional contexts, where flexibility, collaboration and adaptability are essential.
- Experience transitioning from a corporate or government environment into a purpose-driven setting.
- Experience supporting governance processes, Board reporting, audits or funding acquittals.



- Relevant qualifications in operations, business management or a related field, or an equivalent combination of experience and professional training.
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Desirable Qualifications

- Relevant undergraduate or postgraduate qualification in operations, business management or a related field, or an equivalent combination of relevant experience and professional training.

Statement of Openness

We are open to candidates from a range of sectors who bring strong business skills and operational leadership skills and are motivated to apply them in a purpose-driven, not-for-profit environment. Experience operating at a strategic level is valued; however, this role requires a practical, hands-on approach and a willingness to be closely involved in day-to-day delivery.

Hours of Work & Appointment

This role is currently funded at 0.7 FTE (3.5 days per week), which reflects the need of the organisation at this stage of growth, with flexibility in how hours are worked across the week by agreement.

The position is funded for an initial three-year period, with the intention that the role continues beyond this term, subject to funding availability and organisational needs.

Standard working hours are generally between 8:00am and 5:30pm, Monday to Friday. From time to time, reasonable additional hours may be required to meet organisational priorities associated with the role.