

Position Description: Director of Operations

Position Details

- **Reports to:** Chief Executive Officer
- **Location:** Hybrid (Brookvale office presence required)
- **Position Type:** Full time or Part Time (0.8 FTE) considered for the right candidate
- **Term:** Permanent

Our Vision: Sustainable global health solutions for childhood dementia.

Childhood Dementia Initiative (CDI) is driving world-first action for every child and young person living with dementia so that we may achieve the following outcomes:

- Treatments and cures available for children with dementia;
- Access to equitable and quality care for children with dementia and their families; and
- Childhood dementia is a global health policy priority.

Our Values: Our work is guided by our values: Bold, Transparent, Flexible, Amplify & Unite

- We are BOLD in all we do and seek to achieve.
- We AMPLIFY the voices of our families and the case for change.
- We are TRANSPARENT and FLEXIBLE in all aspects of our work.
- We UNITE, bringing together those who can make the changes needed.

Position Purpose

The Director of Operations is a newly created role and key member of the Senior Leadership Team responsible for building the operational backbone – financial management, governance, compliance, and the systems and processes that hold a scaling organisation together. As CDI transitions from a start up organisation focussed primarily on systemic change and advocacy to an organisation also delivering services, this role will allow us to scale safely and effectively without losing the momentum, urgency, and ambition that defines us. CDI's 2026–2031 strategy represents a fundamental shift in scale and scope. This role exists to make that shift possible.

This is a building role for someone who is energised by the challenge of creating something from scratch – who brings the same boldness and appetite for innovation to operations that CDI brings to everything else. The right person designs systems for the organisation CDI is becoming, not just the one it is today, and creates the conditions for the CEO and leadership team to direct their energy where it matters most – strategy, external partnerships, and mission delivery.

In the near term, this role will also carry some of the operational and administrative responsibilities of the previous Operations Manager position – office management, facilities, tools, vendor relationships, and event logistics. This is a transitional state, not a permanent one. The right person will be comfortable keeping the lights on while simultaneously building the infrastructure that eventually allows these responsibilities to be delegated or resourced differently. A key early deliverable is identifying how the

day-to-day running of the business gets resourced, freeing this role to focus on what only a Director can do.

This role is succeeding when CDI can scale confidently, knowing its operational foundations are solid, compliant, and ahead of its growth – not catching up to it.

Core Accountabilities

1. Strategy

- Contribute to organisational strategy as an active member of the Senior Leadership Team
- Bring an operational lens to strategy-setting – identifying dependencies, lead times, and infrastructure requirements for strategic priorities
- Think ahead – maintain a clear view of what CDI will need operationally in the next 12-24 months and ensure the organisation is building toward it, not reacting to it.
- Anticipate organisational risks before they materialise and bring solutions proactively

2. Governance & Compliance

- Develop and maintain the policy framework, including processes for creating, approving, embedding, and maintaining all organisational policies.
- Own the organisational risk register and risk management process; Proactively mitigate or manage organisational risk.
- Ensure compliance requirements are identified and met. This includes, but is not limited to ACNC, privacy, safeguarding, and health data governance.
- Maintain audit-ready financial and operational records.
- Manage legal and contracts accountability – vendor agreements, government funding contracts, IP and privacy obligations.
- Prepare Board papers and governance reporting independently and to a high standard; operational matters framed in strategic context.

3. Financial Management

- Oversee financial reporting and budget management; ensure reporting is accurate, timely, and decision-useful.
- Embed budget ownership processes – budget owners accountable for their budgets with clear delegated authorities.
- Build financial models and scenario analysis; develop business cases with ROI analysis and operational cost forecasts.
- Use data to drive strategic recommendations independently.
- Manage bookkeeping transition smoothly (current bookkeeper retiring post-FY audit).

4. Business Operations

This role is responsible for smooth running of the business operations. Longer term this may be managed by their direct reports. This includes:

- Office management and facilities, including supplier relationships, equipment, and supplies.
- Tools and software administration – ensuring the team has what they need to work effectively.
- Vendor and procurement management, including printing, stationery, and materials.
- Administrative support for key events, including fundraising and advocacy events.
- Establish and managing volunteer program.

5. People & Culture

- Design and embed employment frameworks, onboarding and offboarding, performance management, and L&D processes fit for a scaling organisation.
- Drive the people infrastructure that enables CDI to recruit, retain, and develop the talent needed for the next phase of growth.
- Champion organisational wellbeing and a positive culture that reflects CDI's values.
- Determine and manage operational resource growth.

6. Operational Infrastructure & Quality

- Design and implement standard operating procedures that meet compliance and quality standards and can scale without redesign.
- Establish and maintain core operational processes that are professional and consistent.
- Document decision rights (RACI/DREI) for key processes.
- Identify operational inefficiencies and proactively implement solutions.
- Determine when to build internally versus bring in external support.
- Actively explore and adopt emerging tools and technologies (including AI) to improve operational efficiency.

7. Performance Management & Impact

- Maintain organisation-wide impact framework aligned with strategic delivery and ensure metric measurement is in place.
- Implement and embed the performance management framework and OKRs across the organisation, used consistently.
- Develop and maintain operational performance dashboards for decision-making.

8. Team Leadership & Collaboration

- Lead and develop direct reports, providing clear direction, mentorship, and accountability.
- Work across the whole organisation – key relationships include the Senior Leadership Team and the Board
- Foster a culture of innovation, accountability, and continuous improvement

Required Capabilities

Technical

- Financial acumen – can build models, interpret reports, challenge assumptions, and drive decisions with data.
- Policy and governance framework design – experience building these from scratch, not just following them.
- Compliance knowledge – NFP regulatory landscape and regulated service delivery environments (health, disability, or social services strongly preferred; NDIS familiarity a significant advantage).
- People operations – can design and embed employment frameworks, onboarding, performance systems, and culture infrastructure; not just administer existing HR processes.
- Process design and systems thinking – designs systems that reduce future workload and scale without redesign.
- Risk management – proactive identification and mitigation, owns the risk register with genuine accountability.

Leadership

- Strategic planning co-ownership – contributes to organisational planning as a leadership team member, brings an operational lens to strategy-setting.
- Change management – can lead organisational change, not just adapt to it; manages concurrent priorities under pressure and maintains momentum through transitions.
- Thinks organisationally – understands how operations enables or blocks strategy.
- Prioritises ruthlessly – knows what matters now versus what can wait.
- Balances rigour with pragmatism – designs minimum viable governance, not bureaucracy for its own sake.
- Comfortable constructively challenging leadership when governance or risk requires it.
- Prepares Board-quality materials independently – synthesises complexity into clear, actionable insights.

Behavioural

- Comfortable with the full range of the role – brings the same ownership to ordering supplies as to presenting to the Board; understands that in a small organisation, no task is beneath the person accountable for operations.
- Get things done – not just plan them; pattern of “here is what I identified and resolved”.
- Energised by growth and ambiguity – thrives in a rapid-scaling environment; not just tolerant of change but genuinely enthusiastic about building.
- Curious about emerging technology (including AI) and actively looks for ways to apply it to make CDI more efficient; not a passive observer of technological change.
- High ownership – treats gaps as problems to solve, not someone else’s job.
- Mission-aligned – genuinely understands what is at stake for families affected by childhood dementia and lets that inform operational decisions; builds an organisation worthy of the trust those families place in CDI
- Ego-light – willing to do unglamorous work because it needs doing; comfortable as a behind-the-scenes enabler.

Experience Required

- Senior operations or equivalent leadership experience in a complex organisation
- Demonstrated experience building governance and compliance frameworks from scratch – not just inheriting and maintaining them
- Track record of scaling operational infrastructure through a significant organisational growth or transition
- Experience in a regulated service delivery environment – health, disability, or social services strongly preferred;
- Strong financial management background – budgeting, forecasting, scenario modelling, and business case development
- Proven capability in people operations and HR framework design
- Experience working with and reporting to Boards
- Background in NFP, purpose-driven, or mission-led organisations preferred
- The right to reside and work in Australia