

**Title**

Operations Manager - Services

**About Reground**

Reground is a social enterprise delivering waste education and resource recovery services to change behaviour and shift systems. We believe waste is either a design flaw or a resource. Since 2014, we have collected and recovered coffee, chaff and soft plastics from cafés, offices, retail stores and roasteries across Melbourne and Sydney. Since 2017, we have been focused on raising the bar in the waste sector to drive genuine systems change through waste audits, education programs and advocacy. To date, we have diverted more than 2.4 million kilograms of coffee from landfill to community and home gardeners, supporting businesses and households to move closer to being waste-free.

At Reground, values are not a poster on the wall; they are how we work. We operate with integrity, excellence, transparency and curiosity and we take responsibility for relationships and outcomes. We are kind and respectful, ambitious and impact-driven. We expect people to be self-aware, coachable and willing to learn fast.

This is not a desk-only organisation. Everyone works in the field at times - and this role will do this frequently. You need to be ready to get your gloves dirty at a waste audit and speak with community members. We are a small team and the pace can be fast, so strong time management, clear communication and genuine teamwork are essential. We support our people to thrive through professional and personal development. We expect you to bring a learner's mindset and practical curiosity about how to help change the waste system - because that is the work.

**Working at Reground**

This is an opportunity to create real, lasting impact as part of a progressive organisation with a strong vision and a practical, action-oriented culture. We work four days per week because we believe it supports healthier, happier and more sustainable performance. Our HQ is in Melbourne.

Reground is a high-frequency, learning organisation. We are always improving how we deliver by refining our processes, welcoming feedback, and staying open to being challenged because it makes us and our services better. We move fast and execute with care, prioritise well and know the difference between what is "good enough" and what requires our all. We are intentional about protecting a culture that centres our people and the team. You will thrive here if you take personal



# REGROUND

---

responsibility, are ambitious, are a forever learner and show up with positivity and energy for the team. We do hard work with lightness.

## **About the Role**

The Operations Manager - Services is a critical member of Reground's team, overseeing end-to-end program operations, ensuring seamless task processing and driving strong customer and stakeholder satisfaction. You are great at having many balls in the air, and you are not afraid to admit that being really good at this makes you really proud. In this role you will rely on your natural process and organising skills, creative problem-solving abilities and operational expertise to optimise Reground's processes and services.

This role includes leading and processing operational tasks. This includes delivery of visual and compositional waste audits and ensuring data collected through software platforms such as Fulcrum is accurate, complete and usable. You will also organise the back-end of engagement activities. Responsibilities span end-to-end audit delivery, including client engagement, roster and route scheduling, maintaining run sheet templates, completing site work, collecting and validating data and managing stakeholder administration. The role encompasses equipment stocktake, management and maintenance, invoicing, and coordination of waste room installation logistics. The Operations Manager - Services is responsible for contamination monitoring and data checks, volume monitoring, contractor management (for programs like Circular Systems), and the backend systems required for Circular Systems data management and onboarding.

This role is the engine that drives Reground's initiatives and projects and we require a leader that is ready to take us to the next level. You also have burning passion for operationalised circular economy and social impact outcomes.

## **Key Attributes**

### **The ideal candidate will:**

- Be a strong problem solver with a problem-solving mind.
- Have excellent logistics and organisational skills.
- Demonstrates strong data management and analysis skills.
- Be a people-oriented leader who inspires collaboration.

## **Key Responsibilities Areas**



# REGROUND

---

## **Resourcing and Staffing**

- Oversee staff administration, including rostering and scheduling in collaboration with HR Manager.
- Manage staff allocation to ensure efficient service delivery.
- Coordinate vehicle and equipment allocation as required to support project delivery.

## **Logistics and Customer Service**

- Oversee daily project logistics to ensure smooth operations.
- Address and resolve customer service queries related to programs.
- Identify and implement process improvements for operational efficiency.

## **Financial Administration**

- Effective management of payment platforms and invoice process, including managing overdue invoices.
- Work closely with the Account Manager to assess financial performance and report on key sales and operational metrics.

## **Compliance and Safety**

- Service and maintain all auditing and waste room installation equipment.
- Ensure all operations comply with OH&S and regulatory standards producing SWMS and JSAs.
- Monitor and enforce safety protocols across the programs.

## **Customer and Stakeholder Management**

- Manage operational-level customer relationships, ensuring service expectations are met.
- Handle escalations and provide solutions to recurring challenges.
- Report key operational insights to the Account Manager.

## **Operational Support and Problem-Solving**

- Manage the collection, validation and organisation of project data to ensure accuracy, consistency and usability for reporting and decision-making.
- Collaborate with the General Manager on high-priority projects.
- Manage program delivery when necessary to maintain service continuity.
- Produce and maintain program templates, proposals and other documentation such as run sheets