

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE)

Position Description

Position:	Senior Manager Operations Attendance and participation at Exec Team Meeting (22.5 hours per week) SCHADS Level (to be determined as per experience)
Employer:	Migrant Information Centre (Eastern Melbourne) (MIC)
Reports to:	CEO
Location:	Suite 2, 27 Bank Street, Box Hill 3128

Works closely with; Executive Leadership Team, Leadership Team, Staff and relevant Finance and Human Resources Outsourced Providers

1. Position Overview

The Manager, Operations is responsible for coordinating and strengthening MIC's internal operational systems, ensuring effective organisational functioning while key corporate services (finance and HR advisory) are delivered through external providers.

The role provides integrated leadership across finance coordination, corporate services, governance, and human resources administration. It ensures strong internal oversight, accountability, and alignment with organisational priorities. This role will attend and participate of the Executive Leadership Team.

Working closely with the CEO, Program Managers, and external finance and HR providers, the position supports streamlined decision-making, compliance, and continuous improvement across MIC.

Strategy for achieving the MIC's objectives

MIC's Strategic Plan 2025-2028 outlines the 4 strategic pillars, expected outcomes and key objectives. MIC develops an annual plan to convert the strategy into achievable actions to be completed in the annual plan year.

Our Objectives

SERVICE EXCELLENCE - We innovate, review and deliver quality services for best outcome

- Enhance client-centred service delivery by embedding co-design principles and feedback mechanisms.
- Strengthen workforce capability through ongoing training and staff well-being initiatives.
- Establish a robust impact measurement framework.

- Strengthen continuous Quality Improvement Framework
- Establish service evaluation framework.

SERVICE PARTNERSHIP - We partner with relevant stakeholders to increase impact.

- Develop cross-sector partnerships.
- Strengthen collaborations with partners.
- Increase partnership engagement with CALO communities.

ADVOCACY - We lead and support our community to have a voice.

- Collaborate with sector partners on collective advocacy.
- Strengthen the organisation's public voice.
- Influence funding and policy through government engagement.
- Build client/community voice in advocacy.
- Facilitate community consultation and engagement.

ORGANISATIONAL CAPACITY - We prioritise the development of a learning culture and develop infrastructure to increase capacity.

- Strengthen financial sustainability.
- Enhance governance and leadership capacity.
- Implement advanced data and analytics systems.
- Foster a high-performing and inclusive workplace culture.
- Strengthen Internal systems and infrastructure

OUTCOMES

Service Excellence	Service Partnership	Advocacy	Organisational Capacity
Clients receive high-quality, responsive services from a skilled workforce, supported by continuous improvement and data-driven decision-making through robust evaluation	Strong, trust-based partnerships drive innovation, expand service reach, and foster culturally inclusive, community-led solutions through shared expertise and collaborative action	Empowered clients and communities actively shape advocacy efforts, driving policy and service improvements through authentic engagement, strengthened partnerships, and increased capacity to influence change	A resilient, inclusive, and strategically led organisation with strong systems, diversified income, and a skilled workforce, enabling innovation, accountability,

			and sustainable impact
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2. Key Responsibilities

2.1 Operational Coordination and Corporate Services (Finance-related)

(Approx. 2 days per week)

This function ensures strong internal coordination and accountability for finance and corporate operations while working in partnership with the outsourced finance provider.

Responsibilities include:

- Act as the primary liaison between MIC and Outsourced External Finance Function Provide , ensuring effective information flow and timely financial reporting
- Coordinate financial data inputs, acquittals, and reporting requirements across programs
- Liaise with external Finance & Accounting providers and support CEO and Program Managers in preparing budgets, forecasts, and funding reports
- Support the CEO to monitor financial reporting timelines and follow up on deliverables
- Oversee organisational assets and service contracts, including:
 - Facilities management across sites
 - IT systems, infrastructure, and providers
 - Vehicle fleet management
 - Contractor and supplier agreements
- Support governance and compliance processes and assist CEO with:
 - Board and subcommittee reporting coordination
 - Audit preparation (financial and service standards) managing timelines with the Outsourcing Finance and Accounting Providers
 - Funding and regulatory compliance tracking
- Assist the CEO and maintain and monitor corporate risk management systems, including:
 - Risk registers
 - Policy review schedules
 - Compliance documentation
- Provide high-level executive and administrative support to the CEO, including:
 - Coordination of Service Standards Audits and accreditation processes
 - Preparation of reports, briefings, and organisational documentation
 - Tracking key actions, risks, and operational priorities

2.2 Human Resources Administration and Coordination

(Approx. 1 day per week)

This function provides internal HR coordination and administration, ensuring consistent implementation of HR advice provided by external provider.

Responsibilities include:

Recruitment and Selection

- Coordinate end-to-end recruitment administration, including advertising, shortlisting support, interview scheduling, and documentation
- Assist Program Managers with recruitment and selection processes
- Coordinate reference checks and pre-employment compliance requirements
- Liaise with external HR support on recruitment-related compliance and process matters

Position Descriptions

- Coordinate the development, review, and updating of position descriptions
- Ensure all roles have current, approved position descriptions
- Maintain a central register of position descriptions
- Liaise with external HR support on classification, compliance, and structural changes

Induction and Onboarding

- Coordinate induction and onboarding processes for new staff and volunteers
- Ensure completion of all employment documentation, policy acknowledgement, and system access
- Maintain registers of organisational assets issued to staff

HR Systems, Records and Reporting

- Maintain accurate and confidential HR records in Employment Hero, including:
 - Contracts, leave records, and employee data
 - Performance and employee relations documentation
- Prepare HR reports (e.g. vacancies, workforce data, leave liabilities)
- Ensure data integrity and compliance with privacy requirements

Policies, Procedures and Compliance (assistance to the CEO)

- Support implementation and consistent application of HR policies and procedures
- Liaise with external HR support regarding policy updates, interpretation, and compliance requirements
- Monitor HR compliance obligations and documentation

Employee Relations and Performance

- Support the CEO and Program Managers in:
 - Performance management processes
 - Handling complaints, grievances, and conduct matters and refer externally to relevant agencies
- Ensure processes are documented, fair, and compliant
- Maintain confidential employee relations records

Health, Safety and Wellbeing

- Support workplace health and safety systems and reporting
- Provide administrative support to the Health and Safety Committee
- Assist with injury management coordination, including liaison with relevant stakeholders
- Support staff wellbeing initiatives and programs

Training and Development

- Coordinate staff training and professional development activities
- Maintain training records and track mandatory compliance requirements

Performance Review System

- Coordinate organisation-wide performance review processes
- Track completion and follow up on performance review outcomes

Employee Exit Processes

- Coordinate employee separation processes, including exit documentation and interviews (as appropriate)
- Ensure accurate recording of employment changes and system updates
- Liaise with external HR support on compliance aspects

HR Governance and Board Reporting

- Prepare HR-related reporting for the CEO, Board, and subcommittees.
- Support HR audits, compliance reviews, and governance requirements

Other Duties as directed by the CEO

- Occasional travel may be required for meetings or events.
- MIC is committed to diversity and inclusion and encourages applicants from culturally and linguistically diverse backgrounds

3. Selection Criteria

Essential:

- Demonstrated experience in operations, corporate services, or business administration
- Minimum 4 years' experience in similar role
- Strong experience in HR administration and coordination across the employee lifecycle
- Experience working with outsourced service providers (finance and/or HR)
- Sound understanding of compliance, governance, and risk management processes
- Highly developed organisational and time management skills
- Strong interpersonal and stakeholder engagement skills
- High level of discretion, confidentiality, and attention to detail

Desirable:

- Tertiary qualification in business or human resources
- Experience in the community or not-for-profit sector
- Knowledge of SCHADS Award and employment frameworks
- Experience with Employment Hero or similar HRIS systems
- Familiarity with audits, accreditation, and service standards

6. Organisational Responsibilities

All MIC staff are required to:

- Work in accordance with MIC policies, procedures, and Code of Conduct
- Demonstrate commitment to cultural safety, inclusion, and equity
- Promote and uphold child safety and safeguarding practices
- Participate in continuous quality improvement activities
- Comply with workplace health and safety requirements

7. Mandatory Requirements

- Current National Police Check
- Working with Children Check
- Current Victorian Driver's Licence (desirable)