



Community driven justice.

## POSITION DESCRIPTION: Director – Operations

<b>Classification</b>	Level 8 of the Social, Community, Home Care and Disability Services (SCHADS) Industry Award.
<b>Hours of work</b>	Full-time (38 hours per week) (negotiable). 7.6 hours per day, 5 days per week, Monday – Friday. FLS is a flexible employer and as such hours of work are negotiable.
<b>Duration</b>	Ongoing.
<b>Location</b>	This position is based at our Fitzroy and Reservoir offices with some flexibility to work from home.
<b>Reports to</b>	Chief Executive Officer
<b>Direct Report/s</b>	Direct reports will change from time to time. Currently they are: <ul style="list-style-type: none"> <li>• Manager – Operations</li> <li>• Volunteer Program Coordinator</li> <li>• Finance Assistant</li> </ul> <p>The role is also assisted by:</p> <ul style="list-style-type: none"> <li>• Manager – People and Culture (contractor)</li> <li>• Contracted finance services (CFO function and Finance Officer function)</li> </ul>

**About us** Fitzroy Legal Service (FLS) is dedicated to assisting the most marginalised members of the community with legal information, advice and representation, as well as championing law reform and conducting public interest litigation.

Fitzroy Legal Service provides legal services for communities who are disproportionately impacted by law and policy, and those who face systemic barriers to accessing justice. We provide various multidisciplinary outreach programs reaching communities of colour, people at risk of or experiencing homelessness, LGBTIQ+SB communities, victim-survivors of family violence and people who use drugs.

Our vision: A fairer Victorian community, where the legal and social systems support equality and justice for all.

*This job description outlines the current duties and responsibilities of the position. These will be reviewed on a regular basis with the position holder and are subject to change according to the needs and priorities of FLS.*

**Our Values:** Integrity | Empowerment & Advocacy | Courage & Passion | Connection to Community

**Position Objective** The Director – Operations provides leadership and oversight of our corporate services. They report to and work closely with the CEO and are a key leader in the organisation and member of the Senior Leadership Team.

They provide organisational leadership and governance support and oversee, manage and deliver the organisation's finance, people and culture, systems and technology, business operations, risk management and compliance and other operations functions.

This is a hands-on leadership role, moving between strategic and operational levels, and directing and doing work across a broad range of functions.

## KEY DUTIES AND RESPONSIBILITIES

<p><b>Strategy, Performance and Impact</b></p>	<ul style="list-style-type: none"> <li>• Contribute to setting organisational strategy and assist the CEO to ensure implementation.</li> <li>• Bring an operational lens to strategy-setting — identifying dependencies, lead times, and infrastructure requirements for strategic priorities</li> <li>• Develop and maintain organisational planning, performance and impact frameworks, tools and metrics.</li> </ul>
<p><b>Governance, Compliance and Risk</b></p>	<ul style="list-style-type: none"> <li>• Develop and maintain the policy framework, including processes for creating, approving, embedding, and maintaining all organisational policies.</li> <li>• Develop and maintain the organisational risk register and proactively manage organisational risk.</li> <li>• Ensure compliance requirements are identified and met, including ACNC, privacy, data protection and accreditation.</li> <li>• Manage legal and contracts accountability — vendor agreements, government funding contracts, IP and privacy obligations.</li> <li>• Coordinate meetings of the Board’s Finance, Risk and Audit Committee.</li> <li>• Support reporting to the Board, through the CEO.</li> <li>• Act as Secretary of the Association, ensuring compliance with legal and regulatory obligations.</li> </ul>
<p><b>Financial Management</b></p>	<ul style="list-style-type: none"> <li>• Oversee financial management, reporting and controls, ensuring sustainability and accountability.</li> <li>• Support the development of funding proposals.</li> <li>• Ensure effective budgeting, financial reporting, audit processes and regulatory returns.</li> <li>• Ensure effective cash flow, payroll, invoicing, insurance, funding management and financial compliance.</li> <li>• Facilitate provision of strategic financial advice to the CEO to support organisational planning and decision-making.</li> </ul>
<p><b>Business Operations</b></p>	<ul style="list-style-type: none"> <li>• Oversee business operations, including facilities, information technology, knowledge management, procurement and contract management, and other organisational systems to ensure efficient and effective service delivery, aligned with service needs.</li> <li>• Lead and deliver operational and systems improvement projects and initiatives that are aligned with strategic priorities.</li> </ul>
<p><b>Systems and Technology</b></p>	<ul style="list-style-type: none"> <li>• Drive continual improvement of digital systems and operational innovation.</li> <li>• Proactively mitigate or manage technology driven risks (including from AI).</li> </ul>

<b>People and Culture</b>	<ul style="list-style-type: none"> <li>• Oversee people and culture, ensuring effective recruitment, onboarding and offboarding, performance, wellbeing, professional development and management of employee relations issues.</li> <li>• Ensure compliance with employment legislation, awards and agreements.</li> <li>• Ensure high levels of staff and volunteer safety and compliance with workplace health and safety requirements.</li> <li>• Promote a positive, inclusive, collaborative and culturally safe workplace aligned with organisational values.</li> <li>• Oversee volunteer program, ensuring alignment with service needs and positive volunteer experience.</li> </ul>
<b>Team Leadership and Collaboration</b>	<ul style="list-style-type: none"> <li>• Lead and manage the Operations team, providing direction, supervision, support and professional development to direct reports.</li> <li>• Foster strong collaboration across teams and contribute to effective whole-of-organisation management.</li> </ul>
<b>Organisational Leadership</b>	<ul style="list-style-type: none"> <li>• As a member of FLS's Senior Leadership Team (SLT) and Management Teams provide leadership to, and contribute to the smooth and effective management of, the organisation.</li> <li>• Facilitate training, meetings and forums for managers.</li> <li>• Provide strategic advice on Operations matters to the CEO and other members of the SLT.</li> <li>• Deputise for, and act in the role of, CEO, as required.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Contribute to a positive team and organisational culture that promotes inclusion, anti-racism, cultural safety, respect and a team approach.</li> <li>• Support the achievement of FLS's vision, purpose, values and strategy, adhering to organisational policies and procedures.</li> <li>• Attend staff, team and planning meetings, and participate in supervision and performance review processes.</li> <li>• Assist with the collection of data and preparation of reports and other accountability documentation, including case studies.</li> <li>• Participate in professional development as required.</li> <li>• Participate in fundraising and other events as required.</li> <li>• Perform other duties as directed and necessary to the proper performance of the role.</li> </ul>

## SELECTION CRITERIA

<b>Qualifications and experience - essential</b>	<ul style="list-style-type: none"> <li>• Tertiary qualification in Business Administration, Management, Finance or other relevant discipline.</li> <li>• At least 8 years professional experience in relevant operations roles such as finance, people and culture and business operations, including some at a senior level.</li> </ul>
<b>Knowledge and skills - essential</b>	<ul style="list-style-type: none"> <li>• Demonstrated ability to design and improve organisational systems, processes and workflows to increase effectiveness and efficiency and manage change.</li> <li>• Demonstrated ability to manage organisational risk, compliance frameworks and governance processes.</li> <li>• Demonstrated ability to lead a people and culture function, including managing employee relations issues, ensuring staff safety and building positive workplace culture.</li> <li>• Demonstrated ability to lead and manage a multi-disciplinary team of staff with a range of different technical expertise.</li> </ul>

	<ul style="list-style-type: none"> <li>• Strong financial literacy, including budgeting, forecasting, financial controls and reporting.</li> <li>• Strong organisational skills, with demonstrated ability to work autonomously, manage competing priorities, follow through on commitments and communicate progress.</li> <li>• Strong project management skills, including setting objectives and planning and executing workstreams.</li> <li>• Strong communication, interpersonal and relationship-building skills, with an ability to work through conflict, and give and receive feedback.</li> <li>• Strong understanding of diversity, equity and inclusion, and an ability to foster a culturally and psychologically safe workplace.</li> </ul>
<b>Personal attributes - essential</b>	<ul style="list-style-type: none"> <li>• Adaptable – enjoys contributing at both leadership and hands-on delivery levels, as required.</li> <li>• Responsive – enthusiastic about enabling frontline functions to deliver for the community.</li> <li>• Collaborative - relishes working as a team and adopting a whole-of-organisation perspective to issues.</li> <li>• Values-aligned – has a demonstrated commitment to social justice, anti-racism and the vision, purpose and values of Fitzroy Legal Service.</li> </ul>
<b>Qualifications and experience - desirable</b>	<ul style="list-style-type: none"> <li>• CPA or CA and / or experience in a financial management role.</li> <li>• Experience in the community legal, legal or not-for-profit sectors.</li> <li>• Leadership experience including as Director of Operations, COO or similar role.</li> </ul>