

## AUSTRALIAN ALLIANCE FOR ANIMALS

### POSITION DESCRIPTION – OPERATIONS MANAGER

<b>Title</b>	Operations Manager
<b>Location</b>	Remote/working from home
<b>Status</b>	18-month contract
<b>Type</b>	Full time/Part time (4-5 days/week)
<b>Key areas</b>	Operations, financial administration, systems support
<b>Reports to</b>	Director of Strategy

The Operations Manager is responsible for the efficient and effective functioning of Alliance operations, ensuring financial integrity, technological optimisation, and administrative excellence.

#### Responsibilities:

- **Financial administration:** undertaking financial administration tasks, including liaising with contract bookkeepers, processing and paying invoices and expenses, transferring funds, record keeping, inputting and tracking budgets, generating financial reports and audit documentation.
- **Systems management:** managing key platforms (MS365, Sharepoint, Google Workspace, Monday.com, Raisely, Stripe) including user training and troubleshooting. Implementing AI and automation opportunities to improve operational efficiency while maintaining cybersecurity and data security.
- **Monitoring and evaluation:** maintaining data records, implementing the Alliance's monitoring and evaluation framework, and developing custom dashboards for impact reporting.
- **Compliance:** ensuring full compliance with financial controls and regulatory requirements including reporting (ACNC, ATO etc.), workers compensation cover and insurance.
- **People & culture:** organising recruitment processes, preparing contracts, updating staff details, inputting leave applications, onboarding new employees and volunteers.
- **Supporter and donor relations:** monitoring and responding to supporter and donor enquiries, developing FAQs, building and maintaining positive donor and supporter relationships, maintaining accurate donor records, identifying ways to improve donor engagement and retention.
- **Grant administration support:** maintaining grant documentation, tracking grant milestones, reporting dates and deadlines, collating information and supporting materials for grant applications and reports, identifying potential new grant opportunities.
- **General:** providing administrative and logistical support for Alliance activities as needed.

As a member of a small office and team, other duties and activities that contribute to the work of the Alliance will be required from time to time. Occasional travel and work outside ordinary business hours will be required in this role.

These responsibilities will be reviewed regularly to meet the changing needs of the organisation.