



Chief Operations Officer

Job Title	Chief Operations Officer
Reporting to	Co-CEOs
Hours	Full-time
Location	Flexible, from home & access to shared office space
Purpose of position	The purpose of this position is to lead strategic thinking around Eat Up's operating models and oversee Eat Up's operations, including regional and metro model delivery This role has 3 direct reports: • Head of Metro Operations • Head of Community (regional) Operations • HR Coordinator (People and Culture) This role is also part of the Spoonfull In-school Project team.

Responsibilities

- **Support for Eat Up's Core Strategy and Growth Plans:**
 - Working with Co-CEOs develop Eat Up's core strategic growth plans and define organisational objectives and key results. Identify and recommend growth opportunities for metro and regional areas.
 - Ensure the Metro and Community Operations team's performance measures tie back to the organisational objectives.
 - Ensure that there are shared efficiencies in the Metro and Regional / Community models and that both models work in synergy. Incorporating Spoonfull In-school model into recommended strategies.
 - Undertake responsibility for planning, coordination, and implementation of projects and growth plans to achieve Eat Up's strategic objectives for core program delivery.
 - This includes determining new geographic areas of need based on our waitlist, logistical capacity, ICSEA data and other considerations;
 - Identify and manage operational risks in accordance with Eat Up's risk management process.



- **Support Eat Up's Funding process:**

- Work with the funding team to identify programmatic funding gaps and opportunities. This will include:
 - Covering existing program costs
 - Expanding our areas of reach
 - Expanding our program offering to deepen our impact
 - Work with the Head of Philanthropy & Impact and Grants team to provide relevant information for grant applications and acquittals to ensure organisational objectives are achieved

- **Oversee the delivery of Eat Up's Metro and Community-led operations.**

- Ensure Eat Up's operations are run efficiently and effectively for optimal impact.
- Opportunities to improve and enhance the delivery of Eat Up's program are identified and acted upon.
- Providing Operations Heads with clear instructions relating to forecast areas of growth, new projects and supporting with infrastructure requirements - i.e procurement and logistics.
- Ensuring appropriate Communications to schools and volunteers Ensuring operational data on volumes, in kind supply, forecasts etc is kept adequately and managed via Salesforce
- Ensuring Environmental sustainability policies are implemented and reviewed
- Oversee the procurement and relationships associated with Eat Up's Program resources, ensuring that:
 - In Kind operational relationships are managed
 - The logistics of the procurement and storage of items such as food ingredients is optimised
 - Assets such as cool rooms and vans etc are maintained, relationships are managed and capacity is managed
 - Opportunities for improvement are implemented
- Stakeholder management: Ensure that a clear plan exists, and for regular communications with support schools and volunteers.
- Risk and Compliance: Ensure all necessary documentation for volunteer groups is up to date and in line with Eat Up's risk management plan. For example, Volunteer HR manual, Volunteer Agreements, checklists and Insurance documentation for workplace sessions.



- **Ensure that Eat Up's Operations are operating sustainably**
 - Program Sustainability measures are identified and acted upon. This includes program evaluation of schools and volunteers (supported by Eat Up's Impact Coordinator)
 - Develop Metro expansion plan post 2027. Specifically, review current van expansion strategy and consider alternative growth options for metro operations.
 - Develop Regional expansion plan post 2027.
 - Identify where program improvements can be made to increase impact (delivery of more food items, or delivery to more schools) and/or reduce costs.

- **Manage and support Eat Up's Head of Metro and Community Operations, ensuring that:**
 - They are motivated and have the right support to lead their teams
 - They feel connected to Eat Up's purpose and understand their role in delivering impact
 - They are aware of their key accountabilities, and have regular 1:1s to discuss progress and performance, including supporting them to grow and develop in their role
 - There is an environment where two way feedback is encouraged

- **Manage and support Eat Up's HR Coordinator (People and Culture), including:**
 - Eat Up team resourcing: ensure efficient and effective recruitment and onboarding are undertaken.
 - Values: ensure that Eat Up's values permeate through the organisation, starting with the recruitment process and opportunities to reinforce these to our team are sought and enacted.
 - Connection: Ensure that Eat Up's predominantly remote team continues to feel connected to each other and to our cause.
 - Process and documentation: Ensure HR policies and procedures are kept up to date and relevant - for employees and volunteer groups.
 - Team engagement: Oversee All Team In-Person Meeting (every 2 years).

- **Staff development**
 - Implement Eat Up's Performance and Professional Development Management Framework, which includes 1:1s with all direct reporting roles and ongoing review of reports, KPIs and performance against these.
 - Work with People and Culture Coordinator to ensure staff training needs are completed in a timely manner.



- **Spoonfull Project Team:**

- Actively support Spoonfull Pilot In-school pilot program.
- Provide strategic input and assist with coordination on operational issues with Metro and Regional teams.
- Contribution to post-pilot expansion decision.

Regular meetings

- Executive - 1 hour fortnightly
- Leadership - 1 hour fortnightly
- Spoonfull - 1 hour fortnightly
- Metro and Community Ops teams
- 1:1s with all DRs:
 - Metro and Community Operations Managers and HR Coordinator
 - Co-CEOs 1:1 hour, fortnightly

Qualifications:

- Bachelor's degree in Business, Operations Management, or related field; Relevant certifications in operations or logistics.

Experience:

- 10+ years of operations and logistics management experience.
- Nonprofit or mission-driven sector experience valued.
- Proven track record in supply chain, facilities, and project management.

Systems:

- Proficiency in operations and logistics software (e.g.,Salesforce).
- Valid driver's license for occasional travel.

Soft Skills:

- Exceptional Strategic planning and oversight.
- Strong leadership and team management.
- Effective communication and collaboration.
- Strong organisational and problem-solving abilities.
- Adaptability in dynamic environments.
- Ethical conduct and transparency.