

Operations Director

As Operations Director at Basic Rights Queensland, you provide executive leadership across the organisation's enabling and operational infrastructure, including governance systems, people and culture functions, finance operations, technology platforms, enterprise risk management frameworks and organisational capability systems.

Reporting directly to the CEO, you are a member of the Executive Leadership Team and contribute to organisational strategy, governance, sustainability, performance and long-term organisational development.

You work collaboratively with managers, staff, the Management Committee, external providers and partners to strengthen BRQ's effectiveness, resilience, compliance and impact.

As an executive leader at BRQ, you contribute to:



Organisational Operations & Strategy

Leading enterprise-wide operational strategy, corporate services, organisational infrastructure, facilities, procurement and business operations to support effective, sustainable, compliant and responsive service delivery.



People, Governance & Organisational Capability

Leading organisational governance, workforce capability, risk, compliance, workplace health and safety, psychosocial safety and organisational culture systems to strengthen accountability, leadership capability and organisational performance.



Finance, Systems & Digital Transformation

Providing strategic oversight of organisational finance operations, technology systems, digital capability, data governance, business intelligence and organisational transformation initiatives to improve efficiency, accountability and service quality.

To succeed in this role, you need:

- Significant senior leadership experience in operations, organisational management or executive services within a complex community, legal, government, health or not-for-profit environment.
- Demonstrated experience leading enterprise-wide organisational transformation, operational reform, systems implementation or organisational redesign, and a capacity to work across teams and programs to promote consistency, to regard unique values and strengthen client focus.
- Executive-level understanding of governance, organisational risk, finance, compliance, workforce management, workplace health and safety and operational leadership in a complex service-delivery environment.
- High-level leadership, communication, financial management and problem-solving skills, with demonstrated ability to lead multiple organisational portfolios simultaneously while balancing strategic priorities, operational requirements and emerging risks.
- Strong people leadership skills, including the ability to lead specialist staff, support managers, develop organisational capability and promote a positive and accountable workplace culture.
- A commitment to BRQ's values of fairness, access, inclusion, transparency, respect, responsiveness and expertise.

Your key responsibilities include:



Organisational Operations & Strategy

- Lead BRQ's operations and corporate services to support sustainable and responsive service delivery.
- Translate organisational strategy into practical plans, systems and priorities, and develop/implement policies and procedures to maximise organisational effectiveness.
- Oversee facilities, procurement, assets, contracts and business infrastructure.
- Ensure operational policies, procedures and systems are compliant and fit for purpose.
- Lead organisational improvement, service integration and major operational projects.
- Monitor operational performance, risks and emerging issues and advise the CEO and Management Committee.



People, Governance & Organisational Capability

- Provide strategic oversight of people and culture, workforce planning and organisational capability, and support managers with complex workforce, performance and organisational matters.
- Promote an inclusive, culturally safe, trauma-informed and accountable workplace culture.
- Maintain effective governance, policy, delegation, compliance and risk-management frameworks, and support the CEO and Management Committee to meet governance and regulatory responsibilities.
- Lead and develop direct reports and strengthen management capability across BRQ.



Finance, Systems & Digital Transformation

- Oversee budgeting, financial operations, controls, procurement and operational compliance.
- Support financial planning, reporting, audit processes and effective resource allocation.
- Lead strategic oversight of BRQ's technology, digital systems and enterprise platforms, and oversee data governance, information management, privacy, cyber security and systems integrity.
- Lead systems implementation, automation and digital improvement initiatives.
- Strengthen organisational reporting, business intelligence and evidence-informed decision-making.