



Operations Manager

POSITION DESCRIPTION

Position title:	Operations Manager
Salary range:	\$120,000-\$130,000
Position status:	Full time or 0.8 FTE
Position reports to:	Chief Executive Officer
Probation period:	Six months
Primary responsibilities:	IT management, records and data management, financial management, premises management, volunteer coordination and operational planning.

Key Responsibilities

Financial Management

Working closely with the CEO, this role will assume responsibility for most day to day expenses including payroll and operational expenses. The role will have appropriate delegations for this expenditure and ensure we are researching cost effective options. The role will act as the key contact with ICLC's accountant to prepare the budget and oversee our expenditure from year to year. This will also include collaborating with the Fundraising and Communications Manager for the acquittal of grants.

Office Coordination and Organisational Planning

The Operations Manager will engage in organisational planning and regular review of office systems for improvement and successful change management. This includes coordinating and monitoring the maintenance of the ICLC premises, equipment, office supplies, and staff amenities, including seeking infrastructure and equipment upgrades as necessary. The role holder will oversee and ensure compliance with ICLC policies and the ICLC Enterprise Agreement.

As ICLC is preparing to relocate to larger, fit-for-purpose premises that support a growing workforce and a safe and healthy workplace, the Operations Manager will assist in identifying suitable new premises and identifying essential features for new premises that support staff wellbeing and client accessibility. The role will also

require maintaining relationships with our stakeholders and property managers to support relocation planning. Where appropriate, the Operations Manager may engage and instruct consultants and other external experts to assist with large projects.

Records Management and Workflow

The successful candidate will support the Principal Solicitor and all ICLC staff and volunteers to maintain appropriate records, ensure data accuracy, and collection of client information in accordance with the CLC's Risk Management Guide and relevant ICLC policies. This includes maintaining our accessible electronic filing and archiving system and overseeing and assisting in the development and revision of ICLC policies to ensure they remain up-to-date and fit for purpose.

A key priority is developing onboarding pathways and accessible resources for volunteers and junior staff, including a knowledge library and training opportunities. This aligns with ICLC's strategic commitment to improving service efficiency, reducing time spent on administrative tasks, and creating scalable systems. Where appropriate, the Operations Manager may engage and instruct consultants and other external experts to assist with large projects.

IT and Data Management

The Operations Manager will be responsible for the daily management of ICLC's IT and computer systems, software, and equipment. This encompasses coordination of all general IT support requirements as the primary contact, and planning and overseeing IT improvements.

The role involves implementing innovative technology solutions that enhance workforce capability and client access, leveraging support from pro bono partners. The successful candidate will provide orientation, ongoing support, and training to staff on processes and systems, and oversee data management and compliance with privacy obligations in accordance with the Data Management Policy.

Work Health and Safety

The Operations Manager will assist with reporting and compliance requirements, including for the Board, accreditation standards, and funding agreements. This includes providing support to ensure all staff are adequately trained to understand their WHS obligations. Where appropriate, the Operations Manager may engage and instruct consultants and other external experts to assist with large projects or training requirements

Volunteer Coordination

The Operations Manager will supervise the Client Intake Supervisor for the effective management of volunteers, including managing volunteer rosters as needed and facilitating inductions. It will also involve providing some support and supervision for ICLC volunteers, including onboarding, WHS and response to incidents.

Administration

The successful candidate will attend staff and supervision meetings, adhere to the policies and procedures of ICLC, and participate in identified staff development

opportunities including conferences and seminars

Selection Criteria

Essential

1. Previous office management experience, including human resources and/or project management experience.
2. Demonstrated understanding of and commitment to social justice issues for those experiencing legal disadvantage with a particular focus on people identifying as LGBTQIA+ and sex workers.
3. Demonstrated operational skills, including the ability to negotiate service agreements.
4. Demonstrated high-level administrative skills.
5. Capacity to coordinate staff and volunteer operations and build effective relationships (both internally and externally).
6. Excellent oral and written communication skills.
7. Demonstrated advanced IT skills, including familiarity with the Microsoft Office 365 Suite, troubleshooting IT systems, and administration of practice management databases. Knowledge of Actionstep and the CLC Data Standards Manual is highly desirable.
8. Proactive, adaptable and service-oriented approach.

Desirable

1. Experience with Administration and backend management of Legal and Practice Management programs
2. Knowledge and experience implementing Artificial Intelligence and establishing appropriate security measures around new technologies.
3. Volunteer management experience.
4. Accreditation and policy experience.
5. Experience with financial administration, budgeting and working with external accountants.
6. Experience managing grant acquittals.