



**Job Title:** Operations Lead

**Reporting to:** Group Head of Operations

**Direct reports:** Operations Assistant

**Internal contacts:** Group Head of Operations; Co-CEOs of Ochre; MDs of subsidiary companies; people managers across the organisation; Finance team; Executive & Team Assistant; outsourced HR and payroll providers

**Location:** Flexible remote working (Australia-based; occasional funded travel)

## About Ochre Education

Ochre Education is an innovative national Australian not-for-profit organisation committed to improving educational outcomes by supporting teachers with high-quality, evidence-informed resources and professional learning. Over the last four years we have worked with over six hundred Australian expert practising teachers to create 7,000 lessons and 28,000+ resources across four subjects and made them freely available on our national platform. Over 90% of schools in Australia access our resources. Our work spans curriculum development, teacher training, and education system-wide capacity building across Australia. See [www.ochre.org.au](http://www.ochre.org.au).

We now operate as Impact Teaching Group, which houses Ochre (soon to be known as Impact Curriculum), Teach Well and Impact Assessment.

## The context for the role

As ITG and its organisations grow, our people and operational functions have become more complex, with employees across multiple entities and a fully remote workforce. We are looking for a confident, organised and experienced Operations Lead to take the lead on our people operations across the group: oversee and be key contact for our outsourced HR provider, coordinate people movements, support people managers, develop and deliver reporting to support decision making, and lead processes that keep us compliant with our work health and safety obligations. The role works closely with, and reports to, the Group Head of Operations, and manages an Operations Assistant.

## Purpose of this role

To lead the day-to-day delivery of Ochre and Impact Assessment's people operations, ensuring our HR provider, systems, and processes work together to support managers and staff, that people changes are coordinated accurately through to payroll and records, and that our reporting and WHS compliance are timely, reliable and well-documented. The Operations Lead will manage these functions day to day, supported by the Group Head of Operations.

The role also includes supporting Teach Well with the overarching HR and WHS requirements, so that these are consistent and efficient across the group.

## Key responsibilities

The major duties and responsibilities of the position include the following, grouped by area:

### Manage our outsourced HR and payroll providers

- Act as the primary point of contact and day-to-day manager of ITG's outsourced HR provider, and Payroll provider, holding them to agreed service levels and deliverables.
- Coordinate the flow of information between ITG companies and the provider so that advice, records and actions are accurate, timely and consistent.

- Be responsible for coordinating payroll activities including processes, cut off times, approvals and accuracy
- Identify where provider processes can be improved or better integrated with internal systems.

#### **Coordinate people movements and responsibilities**

- Coordinate the end-to-end administration of people changes, including onboarding, role and contract changes, and offboarding, to ensure each is captured accurately and flows through to payroll, records and systems, for Ochre and Impact Assessment.
- Maintain a clear, current view of roles, reporting lines and responsibilities across the organisation.

#### **Support people managers**

- Be the first point of support for people managers on HR processes, guiding them through leave, approvals, performance processes and their obligations.
- Support the rollout and ongoing use of manager-facing guidance and policies.
- Escalate complex or sensitive matters to the Group Head of Operations and the HR provider as appropriate.

#### **Reporting**

- Produce accurate, timely people and operations reporting for the Group Head of Operations and, as required, senior leadership and the Board.
- Improve the reliability and efficiency of reporting processes, including data drawn from HR and payroll systems.

#### **Work health and safety compliance**

- Lead the processes and reporting that support the group's WHS compliance, including in a fully remote working environment (e.g. home-workspace safety checklists, hazard and incident reporting, and psychosocial risk processes).
- Maintain WHS documentation and records, and track actions through to completion.
- Support managers to understand and meet their WHS responsibilities.

#### **General**

- Manage, support and develop the Operations Assistant.
- Flexibility to support other areas of the organisation as needed.

### **Selection Criteria**

#### **Essential**

- Strong alignment with our mission to improve educational equity, ensuring all students can access a high-quality curriculum no matter their circumstances.
- Experience in a people operations, HR coordination or operations role, including managing or working closely with external providers.
- Experience coordinating complex administrative processes with a high degree of accuracy and attention to detail.
- Confident supporting and advising managers on HR processes and obligations.
- Strong written and verbal communication and interpersonal skills, with the ability to handle sensitive matters with discretion.
- Confident with digital systems (e.g. Google Suite, Microsoft Office; HR and workflow platforms such as Employment Hero and Monday.com).
- Proactive, organised and adaptable in a fast-paced, fully remote environment.

#### **Desirable**

- Experience with work health and safety processes and reporting.
- Exposure to a not-for-profit environment.

- Understanding of education and schooling systems within Australia.
- Prior experience managing or mentoring a team member.

### **Our commitment to you**

We're offering the opportunity to:

- Be part of a mission-driven not-for-profit organisation, taking direct action towards educational equity.
- Access high-quality, actionable ongoing professional learning opportunities.
- Work closely alongside talented, passionate and fun colleagues.
- Flexible working hours, and the ability to work 100% from a flexible location.

### **Employment details**

**Employment type:** Part-time, 0.6 FTE (flexible patterns of work, for example school hours), 12 months fixed term

**Location:** Fully flexible, remote working

**Remuneration:** \$120-130k pro rata, pending experience, plus superannuation

*Ochre Education is a Child Safe Organisation. This position is considered child-related employment and will require a valid Working with Children Check (or equivalent) and a satisfactory National Police Check.*

*Applications will be reviewed as they are received and the role may close earlier than planned if we find the right candidate. We appreciate all applications, but only those selected for an interview will be contacted.*

*We welcome individuals of diverse genders, ages, ethnicities, cultural backgrounds, abilities, religions and sexual orientations, and actively encourage talented individuals from all walks of life to apply.*