



Position Description: Chief Operations Officer

Position Status: Part-time, 21 hours per week, with days of the week to be negotiated. The position is contracted to 30 June 2027, with the possibility of extension subject to funding.

Location: This position may be based in our Katoomba or Bathurst office. Attendance at both offices and other locations in the region is required.

Position reports to: CEO

Salary range: SCHADS Level 6, plus the benefits of tax-effective salary sacrifice benefits. CTBMCLC also offers an above award enterprise agreement, including various leave provisions such as an additional 2 weeks ex gratia paid leave inclusive of public holidays between Christmas and new year.

Role and Context of position

CTBMCLC is part of a national community legal sector, providing frontline legal assistance to people, also using preventative strategies such as community development, legal education and law and policy reform projects to inform, strengthen and empower the community we serve.

The purpose of this role is to provide senior operational leadership across CTBMCLC's business systems, compliance, contracts, reporting, administration and organisational support functions, enabling high-quality legal and community service delivery across the Central Tablelands and Blue Mountains and providing support to our 10 staff and various volunteers.

The primary role of the COO is to lead and coordinate core organisational support functions, including IT and systems management, contract management, performance reporting, data analytics coordination, front of house administration, facility and asset management. Reporting to the CEO and contributing as a member of the Senior Leadership Team, the role provides senior operational leadership to ensure these functions are reliable, well governed and continuously improved. The position works closely with the CEO, Principal Solicitor, the Board's policy subcommittee and external providers to manage practical systems, strengthen accountability and enable efficient service delivery across a responsive and sustainable operating environment.

Delegated Authority

Delegated authority is exercised in accordance with CTBMCLC's Chart of Delegations.

Key Responsibilities

Business systems and operational management

- Lead the day-to-day oversight and continuous improvement of systems, including Actionstep, Teams (including teams calling) and SharePoint.
- Coordinate relationships with external IT providers, software vendors and service contractors to ensure responsive support, effective issue resolution and value-for money service delivery.

- Develop, document and improve operational processes, workflows and organisational practices to strengthen efficiency, consistency and accountability across the organisation.
- Oversee facility management, office assets, reception and front-of-house coordination, and general operational support requirements, including liaison with landlords, contractors and service providers as required.
- Coordinate workplace health and safety compliance by reviewing WHS policies and procedures, monitoring workplace and outreach site safety, conducting inspections and audits, and making recommendations to maintain a safe and secure working environment.
- Manage all IT assets.

Compliance, contracts and reporting coordination

- Maintain and coordinate organisational contract administration systems, including registers, key dates, obligation tracking and acquittal support, in partnership with the CEO.
- Oversee all contract management relationships, coordinating responses and meetings as required.
- Support organisation-wide monitoring of compliance obligations and operational risks by maintaining effective systems, reminders and reporting mechanisms.
- Lead organisation-wide performance and impact reporting across all streams, including maintaining and improving internal data systems that support reporting and performance monitoring, working with CEO and Principal Solicitor to improve consistency, data integrity and timeliness, and coordinating external data analytics support where required.
- Prepare or contribute to operational reporting, briefing material and internal documentation to support effective decision-making and organisational oversight.
- Coordinate accreditation compliance by maintaining evidence, monitoring workplans and supporting continuous improvement against Community Legal Centres Australia accreditation standards.
- Support financial management by authorising timesheets and accounts, checking financial allocations and reports, maintaining asset registers, preparing banking documentation, and liaising with the financial service provider to support compliance and audit requirements.
- Coordinate human resources administration, including maintaining HR policies, position descriptions and personnel records, supporting recruitment processes, and ensuring compliance with the CTBMCLC Enterprise Agreement, relevant awards and employment conditions.

Leadership and organisational contribution

- Contribute as a member of the Leadership Team to organisation-wide planning, decision-making and implementation of strategic and operational priorities.
- Provide functional leadership, guidance and support to staff involved in administration and operational support functions, fostering a culture of collaboration, service and continuous improvement.
- Undertake other duties consistent with the level and scope of the position, as directed by the CEO.

Organisation Expectations

1. Governance and Accountability

All employees will:

- a. Adhere to CTBMCLC Constitution, philosophy, policies and procedures including state and federal legislation, funding body service agreements, the Community Legal Centre Risk Management Guide and industry standards;
- b. Document work in line with required standards;
- c. Ensure the complete and accurate collection of client and service data;
- d. Perform all reasonable duties requested by the CEO;
- e. Attend internal and external supervision sessions.

2. Teamwork

All employees will:

- a. Attend staff, team and casework meetings when required and contribute to decision making;
- b. Contribute to CTBMCLC planning relevant to own work, including implementation of the Strategic Plan;
- c. Contribute to a positive and cooperative work environment;
- d. Follow through on commitments;
- e. Contribute to housekeeping tasks;
- f. Notice and discuss areas for process improvement;
- g. Act to support volunteers, management and other staff members.

3. Development

All employees will participate in required training and ongoing professional education.

4. Workplace Health & Safety

All employees will understand the WHS Policy, and how they can participate and support the implementation of the WHS Policy.

Supervision

At CTBMCLC, supervision is an integral part of service delivery and workforce management. The development and maintenance of skilled and supported workers depends in large part on the support and structured reflection provided by the supervision framework.

Supervision has several benefits for workers, clients, and the organisation, including:

- A forum of accountability for those to whom the worker is accountable (clients, organisation, profession)
- A reflective space for workers to identify their strengths and weaknesses and any personal issues that may impact on their professional practice
- An opportunity for workers to build their skills and identify areas for future development in a supportive environment.

Supervision is a requirement for all workers at CTBMCLC and is provided internally through supervision with direct supervisors as well as externally once a month.

Selection Criteria

Essential

- Relevant tertiary qualification in business, management, operations, information systems, data analytics, public administration or a related discipline, and/or equivalent demonstrated experience in a comparable operational leadership role.
- Demonstrated experience leading or coordinating organisational support functions across IT and business systems, contract management, facility management, front-of-

house administration, performance reporting and data-related processes, including effective coordination of external providers.

- Demonstrated ability to maintain practical systems for contract administration, compliance monitoring, performance reporting and data-related processes, with strong attention to detail, accountability and continuous improvement.
- Well-developed analytical, organisational and problem-solving skills, with the ability to manage competing priorities and identify practical solutions in a complex environment.
- Strong interpersonal and communication skills, including the ability to build effective working relationships across teams and with external providers and stakeholders.
- Demonstrated capacity to lead continuous improvement initiatives and support organisational change in a collaborative and service-oriented way.
- Commitment to CTBMCLC's purpose, values and a culturally safe, inclusive and human rights-based approach to practice.

Desirable

- Experience working in the community legal, not-for-profit or community services sector.
- Experience supporting organisational reporting, service performance reporting, data analytics coordination or funding contract acquittal processes