

Role Description:

Senior Manager Operations Support

Reports to	Director, Marketing & Operations Support
Employment Status	Fixed Term Contract
Working Hours	Standard business hours and additional time as required by the role

Role Purpose

As a member of the Orange Sky leadership team, the Senior Manager Operations Support is accountable for the strategic direction, performance and continuous improvement of the Operations Support team, to ensure service continuity, growth, and improvements across Orange Sky services.

The role provides strategic leadership across Operations Support, including the volunteer program and asset fleet, translating organisational strategy into clear operational priorities and ensuring exceptional audience experiences.

Role Relationships

You will develop close working relationships with internal and external stakeholders that enable you to perform your role effectively.

Role Responsibilities

- Lead the strategic direction and operating model for Operations Support, translating Orange Sky's organisational strategy into clear priorities, plans and measurable outcomes for effective operational delivery across Australia, Remote Australia and Aotearoa New Zealand.
- Provide strategic leadership across Volunteer Support, Asset Support and Volunteer Experience, ensuring alignment, collaboration, accountability and effective delivery across the Operations Support team.
- Work in close collaboration with the broader Operations streams to ensure shared priorities are aligned, dependencies are managed and each stream has the systems, support and capability required to deliver its outcomes.

- Lead, coach and develop a high-performing team, fostering clear accountability, effective decision-making, collaboration and a culture aligned with Orange Sky's values.
- Own the Operations Support strategy, annual plans, OKRs, budgets and resource allocation, balancing competing priorities to maximise organisational impact and alignment with broader Operations goals.
- Provide strategic oversight of the volunteer program, ensuring volunteer attraction, onboarding, engagement, retention and recognition align with Orange Sky's broader volunteer strategy.
- Oversee exceptional audience experiences across Operations Support, ensuring volunteers, communities and operational stakeholders have consistent, accessible and exceptional experiences.
- Lead the ongoing enhancement, optimisation and continuous improvement of MyOS (Orange Sky's volunteer management system), ensuring it evolves to meet volunteer and operational needs and supports scalable ways of working.
- Provide strategic oversight of Orange Sky's assets, including asset builds, maintenance, incident management and the development of innovative asset solutions that enable effective and sustainable service delivery.
- Foster a culture of innovation, learning and continuous improvement, challenging existing ways of working and identifying opportunities to improve systems, processes and the overall volunteer and operational experience.
- Contribute to broader organisational strategy and leadership as a senior member of the Orange Sky team, bringing an audience lens to decision-making and ensuring strategic decisions are practical, sustainable and grounded in service delivery realities.
- Act as an escalation point for complex or out of hours incidents.

Key Skills and Experience

Experience in a similar role within a fast-paced organisation is required, ideally within the not-for-profit sector and working with a large volunteer base.

- **Demonstrated strategic and people leadership experience**, including leading leaders, building high-performing teams and translating organisational strategy into clear operational priorities and outcomes.
- **Highly developed stakeholder, interpersonal and communication skills**, with the ability to work collaboratively across functions, build trusted relationships and influence a diverse range of stakeholders to achieve shared outcomes.
- **Strong systems thinking and capability**, with experience identifying systemic issues and leading improvements across systems, processes, technology and ways of working, with a strong supporter-centric focus.

- **Strong analytical and financial acumen**, including using data and insights to inform decisions, manage budgets, allocate resources and prioritise competing organisational needs.
- **Sound judgement and problem-solving capability**, with experience navigating complexity and ambiguity, managing risk and resolving complex operational issues while maintaining a strong focus on safety, quality and experience.
- **Excellent planning, prioritisation and organisational skills**, with the ability to manage complex and competing demands while maintaining focus on strategic priorities, alongside a proactive and continuous improvement mindset.
- **A proactive, curious and improvement-focused mindset**, with a genuine commitment to Orange Sky's values.
- **Ability to travel and work flexibly as required.**

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