



# Job Description

## GENERAL MANAGER - OPERATIONS

**Reports to:** Chief Executive Officer (CEO)

**Location:** Broome

**Employment Type:** Full-Time | 2-year fixed term contract

### 1. The Corporation

Karajarri Traditional Lands Association (KTLA) is an Indigenous-led organization dedicated to supporting Aboriginal and Torres Strait Islander communities through culturally grounded programs and strong community partnerships.

### 2. Position Purpose

The *General Manager Operations* is a senior leadership role responsible for driving organisational effectiveness, operational excellence, and strategic delivery within the Corporation. Reporting directly to the CEO, the role provides oversight of key operational functions, ensures strong governance practices, and supports sustainable organisational growth.

The position plays a critical role in strengthening systems, processes, and accountability frameworks whilst ensuring the successful delivery of funded programs, including land and sea management, cultural heritage services, and broader strategic objectives aligned with community priorities.

### 3. Key Responsibilities

#### 3.1 Strategic Leadership & Organisational Advancement

- Support the CEO in implementing the Corporation's strategic plan and long-term vision.
- Drive continuous improvement across operational systems, policies, and procedures.
- Identify opportunities for growth, partnerships, and diversification of income streams.
- Foster a culture of accountability, performance, and culturally informed practice.



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### 3.2 Operational Management

- Oversee day-to-day operations of the Corporation to ensure efficiency and effectiveness.
- Ensure delivery of funded programs in accordance with contractual, regulatory, and reporting requirements.
- Monitor organisational performance against KPIs and strategic objectives.
- Develop and implement operational plans aligned with strategic priorities.

### 3.3 Team Leadership & Oversight

- Provide leadership, guidance, and performance management to:
  1. Land & Sea Manager (Ranger Program)
  2. Cultural Heritage Team
  3. Administration Assistant
  4. Bidyadanga Activation Project
- Ensure clear role accountability, professional development, and team cohesion.
- Promote culturally safe, inclusive, and respectful workplace practices.

### 3.4 Management of External Service Providers

- Oversee and manage outsourced providers, including:
  1. Legal services
  2. Finance, accounting and payroll services
  3. Human Resources services
  4. Technology Services & Support
  5. Business Advisor
- Ensure service delivery aligns with organisational needs, compliance requirements, and value for money.
- Maintain strong, productive professional relationships with all providers.

### 3.5 Governance & Compliance

- Strengthen governance frameworks in collaboration with the CEO and Board.
- Ensure compliance with relevant legislation, funding agreements, and regulatory obligations.



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- Support Board reporting processes, including preparation of high-quality reports and documentation.
- Contribute to risk management strategies and internal controls.

### 3.6 Financial & Resource Management

- Work with finance providers to oversee budgets, financial reporting, and resource allocation.
- Ensure financial sustainability through prudent management and forward planning.
- Support grant management, acquittals, and funding compliance.

### 3.7 Stakeholder Engagement

- Build and maintain strong relationships with Traditional Owners, community members, funding bodies, government agencies, and partners.
- Represent the Corporation professionally in external forums as required.
- Support culturally appropriate consultation and engagement processes.

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## 4. Essential Competencies & Experience

- Demonstrated senior leadership experience in an operations, general management, or similar executive role.
- Proven ability to manage multi-functional teams and diverse service areas.
- Strong experience in governance, compliance, and organisational systems improvement.
- Experience managing outsourced service providers and contracts.
- Demonstrated financial literacy, including budget oversight and reporting.
- Experience delivering programs within funding and regulatory frameworks.
- High-level strategic thinking with the ability to translate strategy into operational outcomes.
- Strong understanding of, and commitment to, working with Aboriginal and Torres Strait Islander communities in a culturally respectful manner.



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### 5. Desirable Competencies & Experience

- Experience working within an Indigenous organisation, land council, or similar environment.
  - Knowledge of land and sea management programs, including ranger programs.
  - Experience in cultural heritage management or related fields.
  - Familiarity with native title, heritage legislation, or environmental management frameworks.
  - Experience working with Boards and supporting governance in a community-controlled organisation.
  - Background in organisational development or change management.
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### 6. Qualifications

#### Essential:

- Relevant tertiary qualification in business, management, public administration, or a related field;  
*or*
- Equivalent demonstrated experience in a senior leadership role.

#### Desirable:

- Postgraduate qualifications (e.g., MBA or equivalent).
  - Governance training or certification.
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### 7. Interpersonal Skills & Personal Attributes

- Strong leadership presence with the ability to inspire and influence others.
  - High level of cultural competence, respect, and sensitivity.
  - Excellent communication skills (written and verbal).
  - Strong relationship-building and stakeholder engagement skills.
  - Sound judgment, integrity, and professionalism.
  - Ability to work collaboratively while maintaining accountability.
  - Resilient, adaptable, and solutions focused.
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- High level of organisational and time management skills.
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### 8. Key Performance Indicators (Indicative)

- Achievement of strategic and operational objectives.
  - Effective delivery of funded programs within scope, budget, and timelines.
  - Strengthened governance systems and compliance outcomes.
  - Financial performance and sustainability measures.
  - Staff engagement, retention, and team performance.
  - Quality of stakeholder relationships and partnerships.
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### 9. Additional Requirements

- Current driver's licence.
  - Ability to travel as required.
  - National Police Check and other relevant clearances.
  - Working with Children Check
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### 10. Cultural Considerations

This role operates within a culturally significant environment. The incumbent must demonstrate a deep respect for Traditional Owner knowledge, cultural protocols, and community priorities, and actively support the Corporation's role in protecting and advancing cultural heritage and connection to Country.

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### 11. Reporting Relationships

**Reports to:** CEO

**Direct Reports:**

1. Land & Sea Manager (Ranger Program)
2. Cultural Heritage Team



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3. Administration Assistant
4. Bidyadanga Activation Project

### **Indirect / External Oversight:**

1. Legal services
2. Finance, accounting and payroll services
3. Human Resources services
4. Technology Services & Support
5. Business Advisor

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## 12. Summary

This is a pivotal leadership role focused on strengthening organisational capability, ensuring operational excellence, and supporting the long-term sustainability and cultural integrity of the Corporation. The successful candidate will combine strategic insight with practical execution, working in partnership with the CEO, Board, and community.

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