



POSITION DESCRIPTION

August 2018

Position	Director, Business Operations
Program Stream Area	Business Operations
Exemption	VCAT Exemption No. H119/2017(subject to Equal Opportunity Act 2010)
Reports to	Chief Executive Officer, Women's Health West
EA 2017 Classification	Contract
Located	Women's Health West, 317-319 Barkly Street, Footscray Vic 3011

Organisational Context

Women's Health West (WHW) is the women's health service for the western metropolitan region of Melbourne. We focus on supporting women and their children to lead safe and healthy lives and on changing the conditions that cause and maintain inequity and injustice. We do this through two main complementary programs. Our health promotion program plans and implements activities designed to promote women's health, safety and wellbeing across the areas of sexual and reproductive health, mental health and the prevention of violence and discrimination. Our integrated family violence service provides a range of programs to women and children who experience family violence including court support, crisis housing and case management. We also provide services designed to promote healing and recovery such as women's and children's counselling. We work collaboratively with communities, government and local agencies to influence public policy or change legislation, to improve access to services and resources and to build individual, community and organisational capacity to improve the status of women. WHW is funded by local, state and federal government grants, and receives additional funding from benevolent trusts and philanthropic organisations.

Position Purpose

The Director, Business Operations is a member of the executive team at WHW and reports directly to the CEO. This position supervises the finance manager, manager people and culture and the manager quality and business systems. This pivotal role is responsible for driving the business performance of WHW and for leading the development and delivery of business systems that provide effective and highly valued support for all WHW operations. The director is responsible for providing high-level and strategic advice to the CEO and board on all business development and operational matters at WHW and for ensuring WHW's business operations comply with all relevant legislation and accreditation standards. The director oversees the effective management of finances, people and culture, information and communication technology (ICT), quality and risk, facilities management, administration and reception functions. This position is also expected to play a lead role in ensuring the organisation's vision, goals and annual priorities are promoted and achieved, and that WHW achieves long-term growth and sustainability.

Key Result Areas and Responsibility

Provide high-level strategic advice to the board and executive team regarding WHW's business performance and the achievement of the organisation's objectives and growth strategies.

- Provide financial reporting, analysis and forecasting to the board, finance and risk subcommittee and executive team as required.
- Explore and analyse investment opportunities and equity optimisation strategies for WHW.
- Prepare capital expenditure and feasibility analysis proposals for CEO and board review.
- Provide high-level support and expertise to the board, finance and risk committee and executive team in the formulation of annual budgets and mid-year reviews.
- Provide support and secondary consultation to the executive team as required to support business planning and identification of need, and provide expertise and advice to staff in the development of funding submissions and/or tenders.
- Maintain awareness and provide recommendations to the board and executive team of the changing external environment to identify risks and opportunities for the future to support WHW's ability to achieve growth and sustainability.

Lead the development and maintenance of high standard, up-to-date policies and procedures to ensure legislative compliance and accreditation of WHW operations, programs and services.

- Provide leadership in ensuring WHW's programs and services are compliant with key organisational, legislative and funding body standards and requirements.
- Lead the development and monitoring of appropriate organisation-wide systems, protocols, policies and procedures required to ensure sound business management.
- Provide oversight of the organisation's compliance with relevant standards, legislation and regulations for financial, accounting, payroll, superannuation and industrial relations matters.
- Provide oversight for the maintenance of accurate human resource files and documentation in a manner that will meet all auditing requirements of WHW, ISO standards and legislative obligations.
- Oversee internal quality improvement and risk management activities in compliance with International Organisation for Standardization (ISO) 9001:2015 standards.
- Oversee team contributions to continuous quality improvement, including the development, application and review of WHW policies and procedures, and identification and management of risks.

Oversee the development and delivery of high quality business operations systems that reflect the organisation's strategic goals and core values.

- Lead the development, implementation and evaluation of the business operations work plan.
- Lead the development and delivery of business systems that provide effective and highly valued support for all WHW operations.
- Prepare funding submissions and acquittals in tandem with directors and managers.
- Develop, manage and maintain agreements and contracts within the scope of the position.
- Have high-level oversight of the delivery of financial management and accounting services, including monitoring of income from funding bodies on a monthly basis.
- Contribute to the development and monitoring of program expenditure in tandem with the CEO, other directors and the board.

- Provide oversight for the effective maintenance and development of whole-of-organisation people and culture administration, remuneration systems and personnel management.
- Provide oversight for payroll services and related areas, including salary advice, fringe benefit tax and Workcover calculations, and superannuation payments.
- Oversee ICT planning, implementation, monitoring and review.
- Performance of other duties as required that are within the range of the employee's skills, competency and training.

Provide effective human resource management for the business operations leadership team, fostering a collaborative culture in line with organisational values, building workforce capability and undertaking succession planning for a sustainable organisation.

- Have responsibility for the recruitment and induction of the business operations leadership team who are each accountable for the development and implementation of the business operations work plan as it relates to their area.
- Engage in and provide regular supervision tailored to the needs of each member of the business operations leadership team to support their ability to carry out their duties in a manner that is consistent with the goals and values of WHW.
- Facilitate regular business operations leadership team meetings to support the development of the team and their ability to provide efficient and effective operational services.
- Undertake annual performance development and action planning and engage in regular reviews of the business operations leadership team to encourage development of responsive service delivery.
- Identify personal and professional development opportunities arising from the annual appraisal process.
- Monitor business operations leadership team leave entitlements, including sick leave, annual leave, flexitime and TIL.
- Ensure any concerns about staff performance and/or behaviour are dealt with in a timely manner, supporting staff to improve performance and/or resolve any concerns.
- Oversee the development and achievement of the leadership team by promoting collaboration and the sharing of responsibility to ensure the effective and efficient delivery of services.
- Role model respectful and professional behaviour within the work environment at all times displaying leadership, initiative, openness, honesty, genuineness and transparency.

Provide strategic leadership in shaping the future direction and developing the capacity of Women's Health West to operate effectively, enhancing the long-term sustainability of its work.

- Contribute to WHW's strategic planning and undertake activities as described in WHW's strategic plan.
- Where appropriate, develop and maintain high-level relationships and alliances with funding bodies, the philanthropic and corporate sectors, partners, service providers, and other communities of interest to create opportunities for strategic collaboration.
- Foster new relationships, in collaboration with other members of the executive team, to diversify funding sources and improve business sustainability.
- Prepare submissions and reports regarding WHW's business operations for inquiries and as required.

Provide effective leadership to ensure collaboration and integration across and between WHW programs and services to achieve organisational goals and objectives.

- Play a leadership role in stream, leadership and staff meetings and planning days.
- Build, lead and actively participate in cross-stream mechanisms including professional development, relevant committees and events, designed to facilitate links within and between the business operations stream and the whole organisation, ensuring that collaboration is embedded in all aspects of WHW's operations.
- Oversee contributions to the development and implementation of organisation-wide strategies, plans and events to enhance WHW's reciprocal engagement with our clients and communities.
- Actively work to progress organisational continuous quality improvement and risk management frameworks.
- Lead and engage in activities and behaviours that actively promote the development of a positive organisational and workplace culture in line with the principles of the organisation and the expectations of WHW's strategic plan.

Key Selection Criteria

1. Bachelors level qualification in relevant discipline essential, with post graduate qualifications held in high regard.
2. CA or CPA qualification and/or FINSIA or IIBA affiliation desirable.
3. At least seven years' experience in business leadership, finance or accounting, with a minimum of three years in a senior leadership position.
4. Demonstrated experience and/or knowledge of the not-for-profit sector and/or health and community services organisations highly desirable.
5. Demonstrated ability to balance commercial and community requirements and to manage diverse communities of interest.
6. Significant demonstrated skills and experience in supervising and leading staff teams for the successful achievement of program goals and tasks, including providing direction and workload management.
7. Ethics, integrity and excellent interpersonal and high-level communication skills that support the capacity to lead, inspire and develop staff, and positively represent WHW.
8. Demonstrated commitment to the provision of high quality programs, feminist policy and practice, and a culture of respect, collaboration and continuous learning.
9. Exceptional skills in stakeholder management and the ability to develop effective and collaborative internal and external working relationships, and liaise and negotiate with a variety of organisations, interest groups and individuals.
10. Highly developed conceptual, analytical and written skills, including the ability to write high-level reports and submissions.
11. Sound computer skills including use of data base applications.

PERFORMANCE MONITORING

An initial review of performance will be undertaken within **six months** of commencement, as per WHW's probationary policy and procedure. Annual appraisals and support for development will relate to the key result areas above.

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed **biennially** as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

ADDITIONAL INFORMATION ABOUT WHW

1. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

2. Employment is subject to the satisfactory completion of a national Police Record Check and, where required, a Working with Children Check. An international police check is also required if you have lived or worked overseas for more than 12 months in the last 10 years.
3. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

FURTHER INFORMATION

If you have specific queries about this position, please contact the Chief Executive Officer on 9689 9588.

To apply for this position, please send your written application responding to the key result areas and key selection criteria, marked 'Confidential', to the address below. Please include three nominated referees, including your most recent line manager.

Recruitment
Women's Health West
317-319 Barkly Street
FOOTSCRAY VIC 3011
recruitment@whwest.org.au