

# POSITION DESCRIPTION

## Operations coordinator



<b>Period:</b>	Two year fixed term role (with possible extension subject to funding)
<b>Location:</b>	Location is flexible within Australia with access to reliable computer and internet services
<b>Checks:</b>	National Police Check, Working with Children Check
<b>Hours and Salary:</b>	0.8 (4 days per week/8-day fortnight) EA Level 4.5 (2018 EA), \$105,919.60 pro-rata 12% Superannuation 17.5% leave loading (based on 4 weeks leave pro rata)
<b>Team:</b>	Advocacy team
<b>Supervisors:</b>	Morgan Carpenter, Executive Director; Bonnie Hart, Deputy Executive Director

### POSITION PURPOSE

Intersex Human Rights Australia Ltd ('IHRA') is a national body by and for people with intersex variations. IHRA is here for all people with innate variations of sex characteristics and our families. We promote the health, human rights, self-determination and bodily autonomy of intersex people in Australia. Our goals are to help create a society where our bodies are not stigmatised, and where our rights as people are respected, protected and fulfilled. To do this, we build community, evidence, capacity, and education and information resources. We engage in advocacy and policy development work, and also provide psychosocial support via the InterLink program.

The operations manager role is a 0.8 FTE role, with responsibility for the operational functions of IHRA. This includes and is not limited to human resource management, people and culture, governance and legal compliance, financial management, undertaking all administrative tasks, supporting the Board, and IT requirements. In addition, the operations manager provides secretariat support to the Board and the Executive Director.

The Operations Manager ensures strategic and high-quality operations of IHRA are managed and delivered proactively, efficiently, effectively and with rigour. The role holds responsibility for the organisation's human resources, financial, governance and operational management with the assistance of some external consultants.

The role is responsible for the strategic vision of operational services, applying a risk management lens to all functions. The role ensures IHRA employs the best people to work in the best cultural environment, and supports staff to maximise efficiencies and organisational standards.

### DUTIES & RESPONSIBILITIES

## **HR Management**

- Leads the development of a strong and respectful organisational culture, where high calibre staff are attracted to the organisation and IHRA has good staff retention.
- Effectively collaborates, understands, and drives IHRA's goals and strategy related to staffing, recruiting, and retention and identifies staffing and recruiting needs; develops and executes best practices for hiring and talent management.
- Plans, leads, develops, coordinates, and implements policies, processes, training, initiatives, and surveys to support IHRA's strategic human resource needs and related compliance.
- Drives and administers all human resource processes including but not limited to: performance and talent management; training and development; productivity; recognition, morale and staff engagement; benefits and leave; disciplinary matters, disputes and investigations; and workplace health and safety.
- Monitors and ensures the organisation's compliance with employment laws and regulations and recommended best practices; reviews and modifies policies and practices to maintain compliance.
- Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law; applies this knowledge to communicate changes in policy, practice, and resources across the organisation.
- Facilitates professional development, training for all IHRA staff.
- Performs other duties as required to assist the Executive Director and Deputy Executive Director with staff planning and the development of a positive staff and workplace culture.

## **Financial Management & Reporting**

- Provide financial management and reporting expertise, ensuring that these functions are effective and meet the needs of the Board, Executive Director, Deputy Executive Director, and funders.
- Deliver finance functions, including but not limited to:
  - The efficient, timely, and secure processing of all financial transactions as required;
  - The compliant and efficient processing of payroll;
  - The banking requirements of IHRA;
  - On-time monthly financial and compliance reporting to the Board; and
  - The timely completion of the external audit process, and all funding acquittals.
- Lead in the development of annual budgets, mid-year budget reforecasts, monthly forecasts, and end of year financial reports, in collaboration with the Executive Director, Deputy Executive Director and accounting services, ensuring that all due dates are met.

- Engage in financial management processes and effectively meet their responsibilities, working with the executive director in the monthly review of financial performance, forecasts and budget setting.
- Ensure financial matters, issues and risks are appropriately escalated and resolved with the executive director, deputy executive director and Board.

#### Contract Management

- Lead and develop the contract management function.
- Ensure that contract management is robust, diligent, timely and meets the needs of the organisation, and external providers and funders.
- Ensure reporting, accurate record-keeping and compliance monitoring systems are in place, and relevant senior staff contribute to the execution and effective contract management of major funding agreements.
- Generate service-level agreements with contractors as required.

#### Operations

- With the Executive Director, Deputy Executive Director and Board, contribute to the strategic planning process.
- With the Executive Director and Deputy Executive Director, lead the monitoring of business performance against Strategic Plan KPIs.
- Work closely with the Executive Director and Deputy Executive Director on creating long-term planning processes for organisational improvements and expansion.
- Project manage all new systems improvement projects including IT, HR, administration, and accounting services.
- Ensure the Executive Director and Deputy Executive Director are supported in the research and examination of costings and feasibility of new project and program initiatives. Develop and implement the corporate services/operations budget.
- Have diligent oversight of the general day to day operations of IHRA and advise the Executive Director and Deputy Executive Director on best practice to ensure that IHRA operates to consistently high standards.
- Complete administration and office management tasks such as travel bookings, petty cash, purchasing, event planning in a timely way.
- Work collaboratively with all IHRA staff to find innovative solutions to challenges across IHRA, for example systems development to increase efficiencies and organisational collaboration.
- Ensure that IHRA meets Workplace Health and Safety (WHS) requirements.
- Ensure that the Executive Director and Deputy Executive Director are briefed on the operations of the organisation, is alerted to risk, and is supported to fulfil their role.

#### Governance

- Effectively leads, develops, and soundly delivers the governance and company secretariat function, including compliance with Australian Charities and Not-for-Profits Commission (ACNC) and ASIC obligations.
- Assist in the development of Board governance policies, processes, and activity plans.
- Proactively engage with the Board to ensure delivery of IHRA Strategic Plan and Theory of Change.
- With the Executive Director and Deputy Executive Director, assist the Board to effectively discharge its duties.
- With the Executive Director and Deputy Executive Director, ensure the Board receives reports and papers that assist effective decision-making.
- Lead preparation of an Annual Report, with support from the Executive Director and Deputy Executive Director.
- Ensure the organisation remains compliant with all legal and insurance requirements.
- Manage all operational reporting requirements of IHRA.

#### Other duties and responsibilities

- This position may involve work outside normal business hours, e.g. occasional evening teleconferences and work required to meet critical deadlines.
- Overseeing seamless and economical general office management.
- Oversee and coordinate IT services.
- Undertake other duties within the reasonable scope of your skills and experience, as required and directed by the Executive Director and Deputy Executive Director.
- Maintain a clean and safe workspace and abide by Workplace Health and Safety (WHS) policies and all other policies and procedures.
- Perform other duties and contribute to project activities, in any project area, as requested from time-to-time by the Executive Director and Deputy Executive Director.
- Adopt continuous learning and improvement processes in all aspects of the position.
- Understand, implement, participate, and promote Organisational Policies and Procedures, and Workplace Health and Safety (WHS) objectives, processes, and procedures.

## **SKILLS AND PERSONAL ATTRIBUTES**

### **Key Selection Criteria**

- Minimum 5 years professional experience as Corporate Services Manager, HR Manager, Administration Manager, or Financial Manager, ideally within the not-for-profit sector.
- Experience in planning and implementing strategies to bring about organisational change.
- A proven track record of planning and using diverse influencing strategies to achieve organisational goals.
- Demonstrated ability to lead, develop and improve the capability of staff and teams.
- Experience in creating an effective, productive, and safe workplace culture.

- Demonstrated high-level management skills and proactive communication.
- Demonstrated experience in project management and the implementation of improved business systems.
- Experience or understanding of legislative, regulatory and compliance requirements for a company limited by guarantee with charitable status.
- Experience in providing support to boards/committees.
- Expertise using Xero.
- Experience of working effectively and collaboratively in a team environment, with minimal supervision.
- Demonstrated experience of working in environments where a high degree of judgement, imitative confidentiality and sensitivity is required.
- Demonstrated understanding of the workings of government (Commonwealth and State/Territory), and of the health sector.
- Proficient in the use of computers and online systems, including social media platforms, graphic design software, backend content management systems, Google Docs and cloud storage systems.
- Lived experience and /or demonstrated effective collaborative work with diverse communities, including people with innate variations of sex characteristics (intersex variations/differences of sex development), and members of the Lesbian, Gay, Bisexual, Trans, Gender Diverse and Brother Boy and Sister Girl communities.
- A valid working with children registration and national police check, either valid at time of appointment, or validly completed immediately prior to confirmation of appointment.

### **Desirable Qualifications**

- Tertiary qualifications in Business Administration, Human Resources or other relevant field.

### **Aptitude & Interpersonal Skills**

- Outstanding interpersonal and negotiation skills for achieving results while maintaining important relationships and for representing the organisation.
- Excellent communication skills especially the ability to coordinate support in a geographically diverse network of people and organisations.
- Excellent administrative and organisational skills and the ability to work with a demanding workload in a timely way.
- Ability to manage complex and often competing tasks and priorities to deliver high quality outcomes – a significant factor in determining performance effectiveness.
- Well-developed written communication skills, suitable for business communications and report writing.

- Proven ability to build professional rapport through phone, email and face-to-face communications.
- Excellent time management skills with the ability to prioritise tasks and manage multiple projects.
- Proactive problem-solver and self-starter who shows initiative.
- Understanding of and commitment to human rights for LGBTI people and communities.
- Ability to work collaboratively to resolve complex issues, including with stakeholders who may hold differing views and conflicting interests.
- Excellent judgement to manage and advise on sensitive issues that may involve reputational risk.

### Reporting Relationships

Supervisors: Executive director and deputy executive director  
 Supervisory positions: Not applicable  
 Other key relationships: Board of directors

### Working from Home

This position is home based from any location within Australia with access to reliable computer and internet services, using the applicant's own computer. Applications are encouraged from people living in all states and territories.

### WHY WORK for IHRA?

- Work from home, anywhere in Australia.
- Generous Not For Profit Salary Packaging available.
- Flexible working arrangements.
- Inclusive, supportive, friendly and positive team culture.
- Access to Employee Assistance Program.
- Working within a rich learning environment in an intersex community controlled health and human rights charity.

### TO APPLY

To be considered for this position, evidence of qualification or relevant experience; National Police Check of six months currency; and current or demonstrated ability to obtain working with children check are required.

To apply for this position, please provide a brief cover letter, your Resume/CV and a **two (2) page document** addressing the **key selection criteria** and **duties and responsibilities**, along with any other documentation relevant for this position.

Applications close **2 June 2024**

## Enquiries

For further information about the position, email Dr Morgan Carpenter, executive director, at [info@ihra.org.au](mailto:info@ihra.org.au) using the subject line: **Operations position**.

## ORGANISATIONAL VALUES AND CULTURE

### Contribution to IHRA Values and Culture

Intersex Human Rights Australia Ltd is an independent support, education and policy development organisation, by and for people with intersex variations or traits. Our work focuses on human rights, bodily autonomy and self-determination, and on evidence-based, patient-directed healthcare.

IHRA values are:

**Expertise** - We recognise that intersex people are the experts on intersex health and human rights. "Nothing about us, without us."

**Passion** - We work passionately with a commitment to the pursuit of human rights and improved health outcomes for intersex people and their families.

**Teamwork** - We work respectfully and in collaboration with other communities, including the LGBT, people with disabilities, multicultural, and medical communities.

**Professionalism** - We work with professionalism and excellence in all that we do.

**Accountability** - We work in an open and transparent way, as an organisation and as individuals representing the organisation. We are accountable to our members and operate with good governance.