

## Leep NGO

**Position:** Head of Operations and Communications (35 hours/week)

**Team Member:** VACANT

### Organisation Overview

**Leep enables people to use technology in an increasingly digital world.** We support all people to build digital skills and confidence, to close the digital divide and reduce social and economic exclusion through one-on-one digital mentoring.

We welcome high achievers, who share our passion for social justice and inclusion, can engage with a variety of stakeholders (older and poorer Australians, people with disability, people from other cultures/refugees, potential partners and donors), are digitally savvy and are excited to take on new challenges with initiative and creativity.

### Position Overview

The Head of Operations and Communications is responsible for ensuring organisational effectiveness across Leep's governance and internal operations. You will be a part of the management team leading Leep during our next phase effectively managing internal and external communications.

This includes corporate governance, strategic development, operations management, and ensuring good communications throughout the organisation and with external audiences.

The Head of Operations and Communications reports to the Chief Executive Officer.

The position is based at Leep NGO's office in Penrith, and involves some travel.

The position is based on a 35 hour week, and is contracted until 30 June 2020, with the possibility of extension depending on achievements.

### Characteristics of the Applicant

The Head of Operations and Communications will display the following characteristics:

- A high achiever who shares our passion for social justice and inclusion
- Flexible, able to shift priorities in a dynamic and ever-changing environment
- A solutions-focused attitude to efficiently respond to different challenges and opportunities
- Tech savvy, comfortable to work with new systems and processes
- Rigorous attention to detail;
- Ability to think laterally and envisage the potential of projects and people;
- Embody a curious mindset with a thirst for knowledge
- Ability to learn new skills with enthusiasm
- Ability to work under broad direction and exercise managerial responsibility for relevant activities
- Be able to engage with a variety of stakeholders (older and poorer Australians, people with disability, people from other cultures/refugees, potential partners and donors)
- Ability to be a team player and achieve common goals.

## Required Skills, Knowledge and Qualifications

### Skills:

- Minimum of 3-5 years of operational management experience
- Strong communications background and work experience
- Proven ability to manage the governance of a diverse, agile and expanding organisation
- Ability to be flexible and agile when working in a dynamic and disruptive environment
- Demonstrated ability to manage and develop staff and ability to foster an environment of collaboration
- Excellent interpersonal and relationship management skills, with a demonstrated ability to consult, influence and liaise with internal and external stakeholders from a variety of backgrounds and experiences
- Ability to communicate clearly and effectively, both in written and verbal formats
- Experience in planning and managing a diverse range of programs
- High level problem solving skills, with demonstrated experience solving complex or multifaceted challenges;
- Demonstrated experience leading, developing and implementing organisational policies, procedures and work practices;
- Excellent digital skills with experience working with CRM programs, WordPress, and Adobe creative cloud applications

### Qualifications:

- Relevant tertiary qualification/s

### Other:

- A current NSW Drivers License and a comprehensively insured vehicle to use for work purposes
- Willingness to work flexible hours when required
- Commitment to social justice

## Desirable Skills, Knowledge and Qualifications

- Demonstrated experience working in the not for profit sector
- Understanding or experience in the volunteering sector

## Award

All employees of Leep NGO work under the Social, Community, Home Care and Disability Services (SCHADS) Award and the Leep NGO Staff Agreement and Contract of Employment.

We highly value our dedicated team and offer above award salaries and conditions of employment, along with opportunities for professional development.

This position will be paid under SCHADS award Level 7.1

## Extent of Authority

The Head of Operations and Communications will be directly responsible to the Chief Executive Officer. In accordance with Leep NGO's governance, the position is ultimately accountable to Leep NGO's Board of Directors.

## Accountabilities

- Lead and manage the operational functions of Leep to ensure the success and growth of the organisation
- Lead, manage and assist staff to deliver consistent, high quality and effective program outcomes, strategies, evaluations and future directions
- Identify strategic opportunities and challenges, adapting priorities and work practices when necessary
- Develop and maintain effective relationships at a senior level with internal and external stakeholders from a variety of backgrounds and experiences
- Manage and ensure the quality of Leep's internal and external communications
- Develop and manage the application of short term and long term communications strategies
- Assist in financial and budgetary management tasks
- Demonstrate commitment to Leep values and brand personality
- Lead and manage organisational governance, including policies, procedures and practices, compliance and regulatory responsibilities
- As a member of the Management Team, assist with organisational planning and reporting to the Board
- Deputise for the CEO as required.

## General Responsibilities

- Report against goals and targets as required which includes, but is not limited to:
  - Bimonthly Board reports
  - Annual reports
- Prepare for and attend support and supervision with direct supervisor(s) on a bimonthly basis.

## Shared Responsibilities

These duties are shared amongst the entire team at Leep NGO, with the expectation that each team members engages with them to the best of their ability.

- Promote the projects and activities of Leep NGO within the broader community.
- Undertake training appropriate to the position.
- Participate actively in staff meetings, staff appraisal/supervision mechanisms, and organisational planning sessions.
- Work collaboratively with other team members on a day to day basis in the running of the organisation in accordance with the 'Staff Common Responsibilities' booklet, by sharing skills, resources, projects and ideas.
- Work in accordance with the vision, mission, objectives and the Policies and Procedures of Leep NGO.
- Participate in the development and activities of other Leep NGO projects as required.
- Incorporate access and equity principles in the development of projects and activities and through the provision of training, resources and information.
- Participate in relevant networking and information exchange and collaborative activities relevant to the position.
- Participate in providing information for communityNet which is relevant to Community Services across NSW.

## Key Relationships

### Internal

- Leep Board of Directors

### External

- Peak Bodies

- Leep Chief Executive Officer
- Leep Team
- Volunteers and students

- Local, State and Federal government representatives
- Community organisations
- Volunteer involving organisations
- Volunteers
- Clients
- Community Sector workers

Accountability	Key Performance Measures
Lead and manage the operational functions of Leep to ensure the success and growth of the organisation	<ul style="list-style-type: none"> <li>• Ensure a cohesive, collaborative and healthy work environment is maintained</li> </ul>
Lead, manage and develop staff to deliver consistent, high quality and effective program outcomes, strategies, evaluations and future directions	<ul style="list-style-type: none"> <li>• Funded programs are all completed on time and within budget and deliverables are met</li> <li>• Be responsive to requests for support and assistance.</li> <li>• Support and supervision meetings with team members are held regularly and actions documented</li> </ul>
Identify strategic opportunities and challenges, adapting priorities and work practices when necessary	<ul style="list-style-type: none"> <li>• Assist the CEO to identify, research and respond to grants and potential funding opportunities</li> <li>• Evaluate programs and implement strategies for continuous improvement</li> </ul>
Develop and maintain effective relationships at a senior level with internal and external stakeholders from a variety of backgrounds and experiences	<ul style="list-style-type: none"> <li>• Communicate with internal and external stakeholders in an engaged, timely and professional manner.</li> <li>• Relevant reports completed and submitted on time and in line with contractual agreements.</li> </ul>
Manage and ensure the quality of Leep's internal and external communications	<ul style="list-style-type: none"> <li>• Develop and manage the application of short term and long term communications strategies</li> <li>• Monitor communications through both print and digital formats</li> <li>• Evaluate the effectiveness of communication channels</li> </ul>
Assist in financial and budgetary management tasks	<ul style="list-style-type: none"> <li>• Assist CEO in the management and creation of budgets</li> <li>• Assist CEO and Office Manager in working with Financial Management Agency in the approval and processing of transactions such as pays and invoices</li> </ul>
Demonstrate commitment to Leep values and brand personality	<ul style="list-style-type: none"> <li>• Consistently display Leep brand values and personality across all areas of work.</li> </ul>
Lead and manage organisational governance, including policies, procedures and practices	<ul style="list-style-type: none"> <li>• Policies, procedures and workflow practices are reviewed, updated and implemented</li> </ul>

- Monitor and manage Leep's IT systems (e.g. network server, internet access), efficiently responding to and communicating problems when they arise
- Monitor and manage relevant legal and legislative compliance needs or variances
- Respond to WHS concerns and office maintenance requests in a timely and efficient manner (in liaison with CEO and Office Manager)

As a member of the Management Team, assist with organisational planning and reporting to the Board

- Collate Board Reports on a bimonthly basis
- Monitor progress of projects and funding deliverables, liaising with relevant staff where targets are not being met

Deputise for the CEO as required.

- Fulfil acting CEO responsibilities when required
- Represent Leep at external events, forums, meetings and conferences