

Hi, Leep is Hiring!

We are a for-purpose organisation with a difference. We're change makers, we're fast thinking and we're courageous. We believe everyone has a right to have the necessary skills to enjoy the social and economic benefits of living in a digital world. This is our purpose and our quest. We do what we love, with people we like, to help make the world more inclusive. To work at Leep you have to be amazing!

Current Career Opportunities are:

- Head of Operations
- Volunteer Manager
- Operations Coordinator

Why work with us

We have an amazing team with a diverse range of expertise and experiences. Our work provides positive social impact every day. We value people who:

- love what they do
- think outside of the box
- are always learning
- give more than they take
- and always put people first

Benefits of working with us

- Above award conditions including pay rates, annual and personal/carers leave and generous salary packaging options that can increase your take home pay by paying certain expenses using pre-tax dollars up to \$18,500 a year.
- Flexible working conditions within a fully remote team
- Collaborative team environment
- Purpose driven career
- Genuine commitment to diversity in the team – people with lived experience of disability are welcomed

HOW TO APPLY

Only applicants who submit a **Selection Criteria** of how they meet the **Required Skills, Knowledge & Qualifications** and the **Requirements for Remote Working** found in the position description **will be considered**.

Send your **application** together with your **resume** to carol@thehumanequation.com.au

Please contact Cecily Michaels, CEO on 1300 163 106 Ext 20 with any enquiries.

Closing date: as soon as possible

Position Details

Position:	Head of Operations
Reporting to:	Chief Executive Officer
Direct Reports:	5
Status:	Permanent full-time (35 hours per week)
Award Classification:	Level 6/7, Social, Community, Home Care & Disability Services Award
Probationary Period:	Six months
Location:	Remote working

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 & Purpose

As part of Leep's management team, the Head of Operations is responsible for ensuring organisational effectiveness across Leep's service delivery, internal and governance operations.

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

Characteristics of the Applicant

The Head of Operations 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
- Demonstrated experience to lead, manage and develop staff and ability to foster an environment of collaboration
- Demonstrated ability to work collaboratively within an executive team
- 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
- 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
- Strong external communications background and work experience
- Ability to communicate clearly and effectively, both in written and verbal formats
- Substantial experience in planning and managing a diverse range of programs
- Strong independent decision-making abilities
- 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:

- 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

Extent of Authority

The Head of Operations 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 & Key Activities

Operations

- Lead and manage the operational functions of Leep to ensure the success and growth of the organisation including knowledge management, budgetary compliance and administration.
- Manage and ensure the quality of Leep's internal and external communications.
- Lead and manage organisational governance, including policies, procedures and practices, compliance and regulatory responsibilities.

Service Delivery

- Lead, manage and assist staff to deliver consistent, high quality and effective program outcomes, strategies, evaluations and future directions.
- Oversee all service delivery processes ensuring compliance with contractual requirements.

Leadership & Management

- 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.
- As a member of the leadership team, assist with organisational planning and reporting to the Board.
- Participate collaboratively as a member of Leep's leadership team to contribute to the achievement of the wider objectives of the organisation.
- In conjunction with the leadership team, implement internal communication mechanisms to ensure visibility of Leep activities for all staff.
- Provide leadership and direction to relevant team members, creating a supportive, positive and engaging work and team environment.
- Provide visible leadership on workplace health and safety and risk management matters.
- Represent Leep at external events, forums, meetings and conferences.
- 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.
- Demonstrate commitment to Leep values and brand personality
- Undertake other duties and responsibilities within the scope of this role as required.

Shared Responsibilities

These duties are shared amongst the entire team at Leep NGO, with the expectation that each team member 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, contributing positively to team dynamics.
- 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.

Key Relationships

Internal

- Leep Board of Directors
- Leep Chief Executive Officer
- Leep Team
- Volunteers and students

External

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

Accountability

Key Performance Measures

Operations

- Cohesive, collaborative and healthy work environment
- Responsiveness to requests for support and assistance
- Efficiency and effectiveness of internal processes and procedures
- Effectiveness of internal services
- Currency of policy framework
- Effectiveness of external communication
- Level of WHS issues

Service Delivery

- On-time and on-budget delivery of funded programs
- Compliance with contract deliverables
- Completion of program evaluation
- Level of continuous improvement

Leadership

- Contribution to strategic direction
- Contribution to grant identification and submission

	<ul style="list-style-type: none"> • Level of team performance • Feedback from direct reports • Feedback from external stakeholders • Effectiveness of deputising duties
General responsibilities	<ul style="list-style-type: none"> • Relevant reports completed and submitted on time and in line with contractual agreements • Quality and timeliness of board reports • Visible and consistent commitment to Leep values and brand personality
Shared responsibilities	<ul style="list-style-type: none"> • Contribution to positive team dynamics

Requirements for Remote Working

The Leep team is fully remote! We are practising digital inclusion and have developed sound working practices to support our remote team and keep engaged and connected with each other.

To be part of our remote team, you will need to:

- Have suitable office facilities at your home or other place of work. Suitable office facilities include a dedicated workspace that will be assessed against our Workplace Health & Safety requirements.
- Have adequate lighting.
- Have a work area free of trip, slip, fall and electrical hazards.
- Have adequate security for Leep equipment (eg, locks on doors, secure storage of Leep equipment).
- Agree to allow Leep to physically inspect and assess your remote working facilities.
- Agree to wear business attire including suitable footwear during working hours.
- Have reliable internet access.
- Have reliable mobile phone coverage.
- Agree to abide by our policies and procedures at all times.
- Agree to be available by phone, email and other media such as Teams and Zoom during all your working hours.
- Be able to establish and stick to your own work routine.

We will support you to work remotely by:

- Providing you with a laptop or other computer equipment.
- Providing an ergonomic chair and a desk (if you don't have one).
- Paying you a Remote Working Allowance of \$100 per quarter to contribute to your electricity, internet and local travel costs (although you will not have the costs associated with regular commuting).
- Giving you comprehensive training when you first start and access to ongoing professional development.
- Connecting in with you regularly.
- Inviting you to regular digital and in-person team events (when COVID-19 is over).

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- Agree to allow Leep to physically inspect and assess your remote working facilities.
- Agree to wear business attire including suitable footwear during working hours.
- Have reliable internet access.
- Have reliable mobile phone coverage.
- Agree to abide by our policies and procedures at all times.
- Agree to be available by phone, email and other media such as Teams and Zoom during all your working hours.
- Be able to establish and stick to your own work routine.

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