

Operations Director

- **Part-time, 30hpw, Remote, 6-month contract with possibility of becoming permanent**
- **Immediate start available**
- **Use your business acumen, initiative & communication skills in a dynamic NFP environment**
- **Exciting opportunity for someone with passion and drive**
- **Our team WFH flexibly, and we are happy to discuss what flexible working options work for you**
- **A role that will be key in supporting the organisation reach its goals**
- **SCHADS Award Level 7**
- **Attractive NFP salary packaging options**

About Us

An Australian not-for-profit organisation dedicated to achieving technology-enabled social inclusion, Leep NGO advocates for equality of access to, and use of, digital technologies for the most vulnerable members of disadvantaged communities, who are at the greatest risk of social exclusion, and for whom digital technology can offer life-changing benefits. Those with low levels of income, education and employment are significantly less likely to be digitally included: already disadvantaged and vulnerable, they are at increased risk of compounding their existing disadvantages. Leep is committed to addressing the issues of access, motivation, skills, and trust that challenge universal digital literacy. Our mission is to create a digitally inclusive society, where no one is left behind.

Since 2015, Leep has provided free one-on-one, face-to-face digital mentoring programs, delivered by trained volunteers (whom we call 'Tech Mates') across western Sydney and western New South Wales. We have delivered more than 4,000 hours of digital mentoring to more than 1,000 learners at 20 locations.

Working closely with the Board, the Executive Chair has her eyes on the future. We're investing in new ideas, partnerships, and infrastructure. We will substantially increase our services over the coming year, and are looking for people with diverse perspectives, backgrounds, and talents to build their careers with us. By being part of our story, you will play an important role in helping Australia become a digitally inclusive society.

The Role

Reporting to the Executive Chair, the newly created role of Operations Director will provide leadership for our core staff and volunteers, and help to shape effective, efficient, and professional robustness across human resources, programs, and IT as we double (triple?) in size over the next three years. You will be an important linchpin of the organisation, working alongside every member of the team to oversee Leep's operations.

This role will be key in supporting the organisation reach its goals and will play an important role in maintaining and strengthening our organisational culture as we grow. You will be responsible for implementing a number of critical functions for the organisation. Within a team-based structure and an inclusive organisational culture, you will have autonomy and the opportunity to make decisions. You will help the Executive Chair shape an organisation with a flat hierarchy and a strong values-based culture where mutual respect is key.

This new leadership role at Leep was created to strengthen our leadership and managerial capacity as we grow. Working closely with the Executive Chair and Board of Directors, the purpose of this role is to support their efforts to lead Leep and ensure that it delivers its strategic priorities and objectives. In this hands-on role, you will provide strategic oversight and ensure operational excellence. You'll manage a diverse and enthusiastic multi-disciplinary team and drive a people-focused culture, building strategic capacity and skills. It is a 30hpw, six-month contract with the potential for extension and/or to become permanent.

A confident leader and stakeholder manager with high-level relational skills, you possess a genuine interest in employee wellbeing and development, and promoting a positive and ethical working environment, and have a track record of success in:

- Managing a wide range of projects and internal functions across core business operations.
- Influencing process improvement and technology enhancements.

- Adding value and sustainability to business and financial practices and models.
- Identifying and diversifying organisational opportunities.

You will lead our business operations and support the Executive Chair in providing leadership for our core staff and volunteer teams. Spanning budget management, risk, and compliance through to organisational systems, IT, and HR functions, this role requires big picture strategic thinking as well as serious attention to detail. It is ideal for an operations professional who wants to make a big impact.

Required skills

The successful candidate will be able to demonstrate a track record over at least seven years of professional accomplishments that demonstrate these capabilities:

- **Negotiation** – you are an effective and sensitive negotiator.
- **Leadership** – you can inspire and manage a team of staff, contractors, and volunteers to deliver their best.
- **Project Management** – you know how to project manage multiple ongoing projects, and to engender productive collaboration for tangible results.
- **Analysis + Strategy** – you can analyse data to understand, evaluate and optimise performance and outcomes, and produce reports, strategic recommendations, and programmatic budgeting.
- **Communications + Persuasion Skills** – you can communicate persuasively with diverse stakeholders internally and externally, communicating Leep’s purpose and impact to attract partners, funding, and support.

Key responsibilities

You will be responsible, on a day-to-day level, and on a broader strategic level, for:

- Working closely with the Executive Chair and Board to ensure the highest standard of governance, including meeting all statutory reporting and compliance obligations.
- Ensuring that all relevant policies, procedures, and systems are in place and being implemented effectively and efficiently, including developing new processes where necessary.
- Managing, maintaining, and improving organisation-wide systems and processes to ensure that they are effective, efficient, and able to both receive and administer grants, including management of grant agreements, record keeping and compliance.
- Proactively identifying and managing risk, including managing the organisation’s risk register, risk management systems and processes.
- Running recruitment, onboarding and induction processes for new staff, volunteers and Learners, and performance and talent management more broadly.
- Ensure that all departments are operating smoothly and working together towards the organisation’s goals.
- Supporting and coaching our team members with their own operations, systems, processes, and risk management.
- Providing dynamic, enabling, and strategic leadership across Leep, maintaining a healthy, positive, vibrant, and creative work culture.
- Collaborating with the Executive Chair, Board, and team to achieve the organisation’s strategic.
- Ensuring that Leep meets all regulatory and fiduciary requirements, supported by appropriate internal protocols and processes to ensure high levels of customer-centric service delivery to our volunteer Tech Mates and Learners.
- Advocating for and representing Leep with external parties including government, media, supporters, other stakeholders, and the general public, actively contributing as a thought leader to the sector.

- Developing relationships with grant funding organisations including government, trusts, foundations, and corporates.
- Producing monthly program evaluations and generate accurate reports for funders, the Board, and other stakeholders.
- Maintaining strict confidentiality.

About You

With senior executive experience delivering high-quality human services in a complex environment, you have a record of leadership in strategic and operational excellence achieved in organisations where quality, safety, wellbeing, and people are paramount. As a highly self-aware and empathetic individual with exceptional interpersonal skills, you will continue to foster a collaborative, respectful culture, building on positive stakeholder relationships, and have a reputation for integrity and consistent delivery.

The ideal candidate will also be driven by process and deadlines, and skilled at streamlining and improving organisational efficiency. You have experience in operations, finances, and compliance in the Australian charity sector. You can manage organisational scaling in ways that avoid bureaucracy and foster innovation. You are currently operating at a senior level in a similar operational or consulting role, leading, or advising charities, social enterprises or like-minded corporates and institutions to deliver program outcomes whilst driving operational success.

Good interpersonal skills and stakeholder management are a must. You will also need to be comfortable to work as a member of a small but fast-growing team with a values-driven organisational culture. Friendly and approachable, you develop good rapport and treat others with respect. You love to support teams to learn and grow. You can cultivate effective interpersonal relationships and gain support across a range of stakeholders, including the ability to build on productive partnerships internally and externally, to represent Leep, to be a thought leader in the sector, and to work collaboratively to achieve organisational goals and objectives.

Key Skills

- **Financial acumen** – you love numbers and have strong financial management skills. From managing budgets to ensuring excellent financial records are kept, you have a deep understanding of financial processes for charities.
- **Planning and organising** – you have exceptional organisational skills and can plan, organise, and deliver multiple tasks and projects to tight deadlines. You always ensure projects are completed on time and within budget.
- **Management and human resources** – you are a skilled manager with a proven track record in leadership roles, including in recruiting, leading, and managing high-performing teams. You can draw the best from staff and volunteers alike, including managing and coaching people working remotely.
- **Attention to detail** – you never let things slip through the cracks and always double-check the small details whilst keeping the big picture in mind.
- **Flexibility** – you are always flexible in your approach, with the ability to manage complex projects and juggle a wide range of competing priorities.
- **Initiative** – you see opportunities that others don't and propose ways forward without being prompted. You look beyond business as usual to find better ways of doing things.
- **Coaching** – you're good not just at doing things yourself, but at teaching, coaching, and supporting others to do them. You build capacity in others and are generous in sharing your knowledge and expertise.

Key Selection Criteria

- Proven experience of at least seven years' experience in operations and management (essential), ideally in the volunteer and/or NFP sector (desirable), with demonstrated experience working with stakeholder groups, including with government departments.
- At least five years demonstrated experience strategically leading a geographically dispersed, customer focused organisation at Senior Executive level (essential).
- A relevant tertiary qualification in business administration, social services, management, or another relevant field (essential).
- Proven people leadership skills and the ability to support and foster high performing functional teams, role modelling a drive and commitment to social impact, quality, integrity, and inclusivity.
- Demonstrated ability to collaboratively seek process efficiencies, develop policies and procedures to ensure the highest quality standards are maintained.
- Proven experience in leading transformational change through innovative strategy, driving improvements in service delivery outcomes and financial sustainability.
- Ability to work with representatives of other organisations within the NFP and digital literacy sectors to expand resources, build capacity and enhance our reach, as appropriate.
- Sound knowledge of the human services sector, a complex and multifaceted service delivery environment, complemented by relevant networks to build on.
- Exceptional communication skills, including outstanding interpersonal and representational skills, and the ability to produce formal responses and submissions.
- Ability to synthesise information and communicate in a compelling and succinct form.
- Demonstrated project management skills, high-level planning, organisational skills, and problem-solving skills, including the ability to manage multiple and competing priorities, and work to tight deadlines.
- A solid understanding of budgets as they relate to proposals and grants.
- Experience coaching and mentoring direct reports and peers.
- Ability to work autonomously with minimal direction.
- Proficiency in Microsoft Office suite.
- Deeply held social justice values.
- The right to work in Australia.
- A professional approach to dealing with confidential issues.

Inclusion at Leep

We try always to ensure our work generates welcome, inclusive, safe, and creative community environments for all, and we pride ourselves on providing a working environment that is both driven and ambitious and caring and kind. At Leep, all employees are encouraged to be themselves and to bring their whole selves to work every day. We encourage applications from Aboriginal and/or Torres Strait Islander people, people living with disability, culturally and linguistically diverse people and people of the LGBTQ+ community, including transgender, gender diverse, and intersex people.

Leep has a commitment to maintain a diverse workforce and welcomes the opportunity for applicants to share their lived experiences. We also recognise that some applicants may not wish to disclose, and we respect their decision.

We serve culturally and linguistically diverse communities in Australia, and value intercultural expertise, diverse ways of thinking and the ability to work in more than one language.

Apply Now!

- This role is the perfect opportunity for someone who is available soon, if not immediately, and who is highly motivated and hands-on with excellent written and organisational skills.
- Your ability to think and act proactively and work under pressure while consistently meeting deadlines, coupled with your flexible 'can do' attitude is key.
- This is an outstanding opportunity to contribute to a growing NFP organisation's purpose and operations and deeply engage with the business and its key stakeholders to achieve outcomes that make a positive difference to disadvantaged Australians.

Your application must include the following three documents:

- **Covering Letter:** A covering letter with specific responses to the Key Selection Criteria, providing examples of demonstrated experience and capabilities, and your interest in the role.
- **Curriculum Vitae:** A complete current resume, stating responsibilities and achievements against each role you have held.
- **Written Response:** Answers to the following questions:
 - **Question 1.** *What is most complex operational project you have undertaken? What were the objectives, stakeholders, and the budget? What systems and processes did you use to make sure it happened on time and within budget, while achieving your objectives?*
 - **Question 2.** *Describe a recent situation where you have led or contributed to the development of a healthy, positive, respectful, values-based workplace culture. What were the key elements of your approach? What challenges did you face, and how did you overcome them?*
- **Optional:** a video of up to 1 minute introducing yourself and finishing this sentence: *"I am the right person to lead Leep NGO's operations because..."*.

Leep will ask for at least two professional and two personal referees if you are shortlisted.

All staff at Leep are required to hold current police checks.

Leep NGO invests in the development of all its team members. You can expect to have access to opportunities to develop professionally, and to be challenged through your daily work. We proactively offer support in the face of any challenges that may arise, and encourage the development of passion projects both internally within the organisation and across your life.

If you're looking for the next opportunity in your career and want to work for a growing digital inclusion NFP organisation, then apply now! Applications will be reviewed as they are received.

Reach out if you have any questions: annew@leep.ngo