

POSITION DESCRIPTION – TEAM LEADER

Position Title	Regional Operations Manager	Department	Regional Services
Location	TBA	Direct/Indirect Reports	?
Reports to	Regional Manager	Date Revised	December 2014

■ Position Level Descriptor

An individual at the Team Leader level is a front line Manager or Supervisor who has a team of people reporting to them. The team generally has a single disciplinary focus. An individual at the Team Leader level typically reports to a Manager.

■ Position Summary

This role is to support the Regional Manager in the operational management of the region to enable the delivery of quality services and regional growth. This position includes the coordination and oversight of all administrative and business enabling activities including financial and budget management, contract management and performance monitoring, facilities management, monitoring of WH&S compliance, supporting training initiatives, capability-building and business improvement. The role also manages volunteer support within the region as directed by the Regional Manager, and also provides an enquiry and support service to a range of stakeholders including branches, members, staff, volunteers and the general public.

In addition to supporting the smooth running of 'business as usual' operations, this position will support the Regional leadership team in identifying business growth and improvement opportunities to enable the business to scale to meet service demand and ensure quality standards.

The Regional Operations Manager is a key position in driving a culture of high performance, client-focus and continuous improvement in Red Cross within New South Wales. Living out our "one Red Cross" ethos will be central to the way this role is performed. It is critical this role work in new innovative and collaborative ways with State and National business operations staff to drive organisational renewal.

■ Position Responsibilities

Key Responsibilities

- Work with the Regional Administration Manager to ensure the consistency in accountability, roles design, processes and procedures and identify performance improvements to lift the effectiveness and efficiency of the entire State.
- In partnership with the Regional Manager and the Regional Administration Manager ensure effective operational management of the Region including all administrative support within policy and procedural guidelines.
- Support and provide input into regional business planning and business development initiatives.
- Oversee the registration, management and allocation of all regional resources, including vehicles, phones, office equipment, and ICT.
- Oversee the monitoring and maintenance of facilities, equipment, amenities and resources.
- Develop and manage the region's yearly budget in consultation with the Regional Manager, including coordination of monthly budget & financial reporting processes, analysis of end of month performance reports and service contracts.
- As specified by the Regional Manager, support volunteer and local branches.
- Support the client compliant and feedback process for the region.
- Utilise the Red Cross Performance Review & Development system to ensure that all staff have a development plan in place and that performance issues regularly monitored

- Monitor WH&S compliance in collaboration with elected Health and Safety representatives and WH&S consultant, and coordinate Emergency Management requirements at each site.
- Oversee the capability-building of staff in the region, including compliance with processes, support training initiatives and local staff inductions

■ Position Selection Criteria

Technical Competencies

- High level communication and interpersonal skills, with the ability to liaise and collaborate with a diverse cross section of stakeholders.
- Senior experience in identifying and managing operational, reputational and financial risk and achieving corporate consistency and compliance.
- Demonstrated experience in planning, coordinating and delivering business improvement projects to achieve outcomes, preferably within in a human services environment.
- Demonstrated experience in managing financial processes and procedures with an emphasis toward budget development, transactional finance and managing contractual obligations.
- Senior ability to analyse complex problems, with a capacity to develop integrated, value for money and customer-focused solutions.
- Experience in monitoring and managing facilities, with emphasis on security, building maintenance, WH&S and ensuring a fit-for-purpose client experience.
- Senior level experience in management of a remote administration team and demonstrated ability to work autonomously.
- Practical experience in people management, with emphasis in building new capability within teams including supporting training initiatives and change processes in the workplace.
- High level computer literacy in a variety of software packages
- High level of initiative and attention to detail.

Qualifications/Licenses

- Certificate level qualification in Business Administration or equivalent is desirable.
- Knowledge of/experience in not for profit/human service sector.
- Current Drivers licence

Behavioural Capabilities

- **THINK | Organisational Understanding and Compliance | Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**
Recognises key decision-makers within the organisation | Maintains awareness of how different parts of the organisation operate in relation to one another | Has an awareness of sector developments and trends | Ensures self and team compliance with relevant policies and procedures

- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**

Takes accountability for delivering high quality results | Stands by own decisions and takes responsibility for them | Sees tasks and projects through to completion | Maintains consistent high levels of effort throughout the working day | Accepts and tackles demanding goals

- **LEAD | Being Strategic | Identifies optimum strategic responses in a changing environment**

Implements team plans that support the achievement of Red Cross goals | Explains decisions and actions in terms of contribution to the short and long term organisational goals | Leads others to achieve outcomes aligned to the organisational strategic goals

- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

Provides team with clear direction | Models team qualities such as respect, helpfulness, cooperation and support | Provides an environment which supports members of the team | Provides appropriate support to team members | Balances personal goals with team goals

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters