

POSITION DESCRIPTION – TEAM LEADER

Position Title	Regional Operations Manager	Department	
Location	Nowra	Direct/Indirect Reports	7
Reports to	Regional Manager	Date Revised	8/02/2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	

■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ 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, student and member support within the region as directed by the Regional Manager, and also provides an enquiry and support service to a range of external stakeholders 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, ensure quality standards and strategic alignment.

The Regional Operations Manager is a key position in driving a culture of high performance, client-focus/voice 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.

Regular travel across Central Region will be required.

■ Position Responsibilities

Key Responsibilities

- Ensure consistency in accountability, roles design, processes and procedures and identify performance improvements to lift the effectiveness and efficiency of the entire Region.
- In partnership with the Regional Manager and the Senior Administration Officer ensure effective operational management of the Region within policy and procedural guidelines, and strategic priorities including Reconciliation Action Plan initiatives.
- 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.
- Identify, engage and maintain local stakeholder relationships that align with Red Cross strategy, growth priorities and community development approaches.
- 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 volunteers and local branches.
- Support the client complaint 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, volunteers, and members 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 projects to achieve outcomes, 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.
- Senior level experience in management of a remote multi disciplinary 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.
- Understanding of the principles of community and consumer directed program delivery and development

Qualifications/Licenses

- Diploma or tertiary qualifications in Community Services or related field is desirable.
- Extensive knowledge of/experience in not for profit/human service sector.
- Current Drivers licence
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

(Please select **3-5** of the following capabilities)

- **Personal effectiveness | Achieve results** | Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
- **Team effectiveness | Managing change** | Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.

- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value to clients, communities and the organisation.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

■ 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 Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- 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.