

OPERATIONS MANAGER

DEPARTMENT/UNIT	Climateworks Centre / Monash Sustainable Development Institute (MSDI)
FACULTY/DIVISION	Deputy Vice-Chancellor (Research) and Senior Vice-President (DVCR)
CLASSIFICATION	HEW Level 9
DESIGNATED CAMPUS OR LOCATION	Collins St, Melbourne CBD

ORGANISATIONAL CONTEXT

At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#Changelt](#) with us.

The **Deputy Vice-Chancellor (Research) and Senior Vice-President (DVCR)** is responsible for the development, implementation and continuous improvement of the University's research vision within the changing landscape of higher education, ensuring delivery of accountabilities within the context of the University's strategic plan. Reporting to the President and Vice-Chancellor and as an integral member of the University's executive team, the DVCR further advances the University's research performance, diversifies research funding, oversees research infrastructure strategy, and fosters interdisciplinary and transdisciplinary areas of excellence, collaboration and innovation within Monash and with global research partners. Further information about the University's organizational and governance and structure is available at www.monash.edu/about/structure

Monash Sustainable Development Institute (MSDI) is committed to Sustainable Development research, translation and education. MSDI also engages across Monash to facilitate cross-faculty

research partnerships that provide solutions to sustainable development challenges globally. Our expanding education focus includes postgraduate courses and PhD supervision alongside capacity development and student leadership activities. To learn more about MSDI [please visit our website](#).

Climateworks Centre bridges research and action, for system-level transitions to reach net zero emissions across Australia, Southeast Asia and the Pacific. We act as trusted advisers, influencing powerful decision-makers to reduce emissions at scale. Climateworks convenes and facilitates relationships with an international network of organisations that support effective policies, financing and action for emissions reductions.

Climateworks supports decision makers with tailored information and tools, working with key stakeholders to remove obstacles and help facilitate conditions that support the transition to a prosperous, net zero emissions future. Co-founded by The Myer Foundation and Monash University in 2009, Climateworks is a non-profit working within the Monash Sustainable Development Institute. To learn more about this work, visit www.climateworkscentre.org

POSITION PURPOSE

The Operations Manager leads the CWC Operations function at Climateworks to ensure seamless delivery of Climateworks business operations, governance, HR, facilities, administrative operations (including executive assistants) and other support functions. With a people focussed approach to continuous improvement, the Operations Manager leads the business operations team to provide capability to enable the organisation to amplify impact and make big change possible. The Operations Manager plays a central role in proactively supporting Climateworks' strategic goals and initiatives by leading and implementing projects and operational planning, systems integration, facilities and administration management with a deep care for our people, stakeholders and culture.

The role is a key liaison point between Climateworks Centre, Monash University and internal and external client groups, and works closely with internal partners such as Monash Sustainable Development Institute to lead and manage smooth and effective operations in line with University policy and procedures and the strategic direction of ClimateWorks Australia.

Reporting Line: The position reports to the Chief Operations Officer under broad direction, working with a high degree of autonomy

Supervisory Responsibilities: The position has 3-5 direct reports

Financial Delegation: Yes, in accordance with the University delegations schedule, up-to \$10,000

Budgetary Responsibilities: This position is responsible for undertaking costings and overseeing expenditure under the Business Operations and Governance Budget Portfolio

KEY RESPONSIBILITIES

1. Lead and manage business operations function to deliver high quality high impact service to CWC staff in line with University policy and procedure while maintaining a strong culture of stakeholder engagement and collaboration.
2. Lead and oversee the HR, Facilities, Business and Administrative Operations, and Governance functions for Climateworks and manage associated expenditure and reporting.
3. Recruit, lead and develop a highly-trained, motivated and efficient team, including planning and allocating staff resources, team building and alignment, developing, coaching and mentoring employees to deliver on agreed outcomes and continuous improvement.
4. Develop and maintain strong partnerships and networks with Climateworks executive, staff, Monash University staff and external stakeholders, including contributing to collaborative projects and the provision of expert advice to CWC staff.

5. Provide specialist, expert advice, analysis and reports to inform improvements in policies and guidelines, compliance and quality, to inform decision making for a variety of audiences, including the executive team and Climateworks Board.
6. Undertake research, consultation, in-depth analysis, reviews and benchmarking to keep abreast of emerging issues, maintain knowledge currency and provide advice to support business operations, governance and senior leadership decision-making.
7. Manage the implementation of improvement initiatives including planning, overseeing and implementing change management, training and engagement strategies associated with project outcomes.
8. Collect, analyse and interpret data (including financial) and statistics to inform decision making and to develop solutions or alternative methods based on a thorough assessment of the risks, benefits, opportunities and cost.
9. Develop high quality documentation including presentations, business planning papers, proposals, briefings, policies and strategies for timely and effective communication.
10. Develop internal communications to staff where required.
11. Visibly demonstrate Climateworks' values and behaviours and cultivate these in the Program team.
12. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - Postgraduate qualifications or progress towards postgraduate qualifications in business or related discipline and extensive relevant experience; or
 - extensive experience and management expertise; or
 - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Substantial experience in providing support to senior management and executive teams, including provision of expert, strategic advice, project management, reporting and consulting
3. Highly-developed analytical, research and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver positive, innovative solutions
4. Excellent interpersonal and communication skills with the ability to provide authoritative advice and effectively communicate and present complex information
5. Highly-developed relationship management skills, including the ability to interact, influence and negotiate at senior levels
6. Demonstrated extensive experience in leading and motivating a team of professionals to foster a culture of focused customer service and continuous improvement
7. Experience in developing high-quality documentation including papers, presentations, proposals, communications, briefings, policies and strategies for a variety of audiences, including senior management
8. Ability to think strategically and systematically combined with excellent program management skills with a proven record of successfully managing all aspects of medium-large projects through to completion, in accordance with agreed standards, timeframes and budgets
9. Excellent planning and organisational skills at the strategic and operational level, including the ability to prioritise multiple tasks and meet deadlines

10. High level computer skills including experience with contemporary business packages including the Microsoft Office suite as well as project, portfolio and customer relationship management systems

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.