

POSITION DESCRIPTION – **MANAGER**

Position Title	Head of International Operational Support	Department	International Programs
Location	North Melbourne	Direct/Indirect Reports	5
Reports to	Director, International and Movement Relations	Date Revised	Aug 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 8	Job Evaluation No:	HRC0020977

■ 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

The Head of International Operational Support will have responsibility for providing overall operational management and support within international programs. The senior leadership position seeks to improve operational effectiveness and realise operational efficiencies across the department so that we can maximise our humanitarian impact. In pursuit of our international strategy, the role will lead, manage and coordinate all aspects of international corporate services, departmental financial stewardship, information management, dynamic risk management, compliance (including child protection, counter –terrorism and fraud) and deployment support services.

The role will also provide critical strategic and operational leadership to ensure Australian Red Cross people – staff, delegates and volunteers – are safe and secure when undertaking their work. This will involve ensuring best practice in attraction, recruitment, selection and preparation of Red Cross people undertaking international work.

The role will have a strong focus on ensuring international programs adapts to and keeps a breast of changing operating environments (including technological disruption) and maintains lean, agile and appropriate operational systems, procedures and policies, working closely with other parts of Australian Red Cross (Support Services, Finance and Engagement and Support).

The role is a critical member of the International Programs Leadership Group.

■ Position Responsibilities

Key Responsibilities

- Actively participate in the department Leadership Group, ensuring whole of department effectiveness and efficiency; and a culture that promotes ethical practices, humanitarian focus and integrity
- Oversee the day-to-day operations of the department operational support functions, including ensuring quality service and support to international Red Cross workers to ensure personal well-being and safety
- In collaboration with the department Leadership Group, assist in the development of business strategies and annual operating plans that supports the department's long-term strategy

- Provide overview and insight into the achievement and maintenance of satisfactory performance and a competitive position for the international programs department (spend rate, compliance, value for money, funding ratios)
- Drive and take an active leadership role in continuous process improvements that will help drive efficiencies and appropriate standards within the department
- Lead the cross-functional support to achieve improved efficiency and effectiveness within the department across the areas of Finance, People/Deployments, Culture, Risk, Compliance, Strategy and Planning
- Provide business analytic support for the department and oversee the production of key management reports
- Lead in the application of information technology and information management solutions to facilitate sound knowledge management and knowledge sharing across the team
- Assess and manage / advise on the principal risks of the department
- Support and assist internal and external audit process relating to the department and project manage the implementation of recommendations arising and reporting requirements
- Keep the Director fully informed in a timely and candid manner of the conduct of the day-to-day operations of the department towards the achievement of its established goals and objectives and of all material deviations from goals, objectives and policies
- Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety
- Manage relationships with key external consultants, partners and vendors providing insurance, travel and health services
- Represent Australian Red Cross in international human resource and operational discussions, both within the Red Cross Red Crescent Movement and externally
- Coach, mentor and develop direct reports in order to achieve both financial and non-financial outcomes
- Build and maintain a safe and open culture where staff, delegates and volunteers are supported to actively engage in constructive debate and discussion.

■ Position Selection Criteria

Technical Competencies

- Extensive business administration knowledge and experience
- Demonstrated finance technical skills and experience in risk management
- Advanced ability to analyse data and to draw appropriate considered and well-documented conclusions – focusing on ability to implement and deliver on strategic initiatives and systems improvement goals
- Ability to work effectively as part of a team and within a collaborative management structure
- Demonstrated ability to influence internal and external stakeholders at various levels
- Demonstrated ability to mentor and coach staff and nurture and support effective teams
- Self-motivated and ability to work within tight deadlines and with a high degree of accuracy
- Highly developed oral and written communication skills
- Proven highly developed organisational and time management skills.

Requirements

- Ability to undertake domestic and international travel including to insecure and disaster prone areas is a requirement of the position
- Regular on-call emergency duties are a requirement of the position.

Qualifications/Licenses

- Tertiary qualified in business administration / management / commerce (MBA desirable/ post graduate qualifications desirable)
- A Working with Children check is a mandatory requirement for this role.

Behavioural Capabilities

- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
- **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.
Organisational effectiveness | Thinking strategically | Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.
- **Organisational effectiveness | Innovating and improving |** Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.
- **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