

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Senior Operations Analyst	Department	Office of the CEO
Location	Flexible	Direct/Indirect Reports	Nil
Reports to	Deputy CEO	Date Revised	Mar 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 6	Job Evaluation No:	HRC0032722

### ■ Position Summary

The primary objective of the Senior Operations Analyst is to analyse, review and synthesise data and information reported to the CEO Office on the business drivers for Red Cross. You will advise the CEO and Deputy CEO on those business drivers, and be skilled at presenting data and information through engaging presentations and story-telling.

You will anticipate problems and be sensitive to issues that require diplomacy. You are to function like an extra set of eyes and ears for the CEO. You will need to exhibit humility, maturity, and situational sensitivity in exercising your responsibilities. You must be able to work across the organisation constructively and work closely and effectively with the Deputy CEO and CEO and other members of the CEO Office.

Responsibilities include: working on (not in) the organisation's top priorities, at its strategic core, as required; working closely with the Deputy CEO and CEO; and working closely with the Strategy and Performance team as required.

### ■ Position Responsibilities

#### Key Responsibilities

- Analyse, review and synthesise data and information reported to the CEO Office on the business drivers for Red Cross
- Advise the CEO and Deputy CEO on the information and data on the business drivers for Red Cross
- Highly skilled in presenting data and information through engaging presentations and story-telling
- Support the Deputy CEO to make time, information, and decision processes more effective, to increase the productivity, effectiveness and impact of the CEO, including developing and maintaining a suite of reports on Red Cross business drivers
- Anticipate problems and be sensitive to issues that require diplomacy
- Work across the organisation constructively and work closely and effectively with the Deputy CEO and CEO, including acting on behalf of the Deputy CEO when required
- Under supervision of the Deputy CEO, work on (not in) the organisation's top priorities, at its strategic core, as required
- Preparing and proofing CEO Report and other reports on the business drivers to the Board as required

- Working closely with the Strategy and Performance team, analysing and synthesising performance reports for the purposes of reporting to the Board
- Act with a high-level of integrity and ability to maintain trust and confidentiality, and exhibit humility, maturity, and situational sensitivity in exercising your responsibilities
- Perform other duties and responsibilities as reasonably required by the Deputy CEO or CEO from time to time.

## ■ Position Selection Criteria

### Technical Competencies

- Over 5 years' experience as a senior business or research analyst in a large matrixed organisation
- Ability to grasp and advise on a wide-range of complex issues and value add to the strategic thinking of senior leaders. This may include advising on and interpreting the data and information on the business drivers for Red Cross
- Experience in working in complex environments, with organisational and political intelligence
- Experience in navigating through uncertainty and risk and to make sound judgements, including ability to influence others and negotiate outcomes
- Excellent communication skills to enable preparation of high-level briefings, reports, correspondence and proofing as required, including being highly skilled in presenting data and information through engaging presentations and story-telling
- Proven time management skills enabling the timely and effective resolution of matters and decision-making on a range of critical issues
- Ability to work with minimal supervision or direction, to show initiative and to anticipate and meet the needs of the CEO
- Team player and ability to foster constructive behaviours
- Business and research analysis, planning and reporting skills relevant to guiding a large and diverse workforce
- Advanced computer skills, using MS Office applications, specifically Word, Excel, PowerPoint and Outlook, as well as highly proficient use of technology.

### Qualifications/Licenses

- Relevant tertiary qualifications/experience commercial and accounting/finance relevant field, including CPA or CA certification
- Experience in an international organisation, humanitarian organisation, government or similar institution highly desirable.

### Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **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.

- **Team effectiveness | Collaborating** | Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **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 | 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.

## ■ 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.