

POSITION DESCRIPTION

Position Title	Operations Manager (Parental leave cover)
Time Commitment	Part time (0.8 FTE), 10-12 months fixed-term contract
Classification	SCHADS 6, paid above award
Location	Level 4, 333 Queen St, Melbourne. Hybrid WFH and office
ABOUT THE ORGANISATION	
<p>IWDA is an Australia based organisation, resourcing diverse women's rights organisations, primarily in Asia and the Pacific, and contributing to global feminist movements to advance our vision of gender equality for all.</p> <p>VISION: Gender equality for all PURPOSE: To defend and advance the rights of diverse women and girls VALUES: Feminist, Accountable, Collaborative, Transformative</p> <p>STRATEGIC GOALS 2025:</p> <ol style="list-style-type: none"> 1. Resource and contribute to a resilient and vibrant feminist movement, primarily in the areas of freedom from violence and power, leadership and civic space 2. Promote systemic change towards gender equality for all 3. Build a resilient and relevant feminist organisation <p>We resource the work of diverse women's rights organisations, enable them to be more effective by providing support that goes beyond money, and we make our own contributions to feminist movements through advocacy, knowledge creation and translation.</p> <p>As part of this contribution, we take actions to decolonise our approach to feminism and development. We want to become the best we can be at the partnerships across the Majority and Minority worlds. This means we seek to understand and leverage our locational power so that we know when to:</p> <p>STEP UP and use our power to leverage resources and access for women's rights organisations, and make our own contribution to feminist movements</p> <p>STAND WITH feminist movements in solidarity and amplify the work of global south actors</p> <p>STEP BACK when others are better placed to take the lead</p> <p>SIT WITH uncertainty, embrace communal learning and deep listening, and accept that time is needed to collectively discern the best course of action.</p> <p>Our 2023-2025 Strategic Plan outlines a third way between the models of women's funds and international development NGOs.</p> <p><i>International Women's Development Agency (IWDA) has an EO exemption (H69/2022) and requests applications from people who identify as women only (including trans women).</i></p> <p><i>IWDA welcomes people with different skills and life experiences, and encourages women from culturally and linguistically diverse backgrounds, women with disabilities and First Nations women to apply. Preference will be given to applicants who have experience in, or strong community ties to, one of the countries in which IWDA supports partners.</i></p> <p><i>Any offer of employment will require a National Police Check and endorsement of IWDA's Child Protection Code of Conduct. All applicants must be legally entitled to live and work in Australia.</i></p>	

POSITION SUMMARY	
<p>Working in collaboration with the Director, People, Finance and Operations and the Executive Leadership team, the Operations Manager takes ownership of the development, implementation, and ongoing evaluation of efficient business policies, systems and processes to enable IWDA's effectiveness and sustainability.</p> <p>The Operations Manager will oversee a transformative approach to our business operations including contract management, procurement, facilities, ICT systems, system and process improvement, legal affairs, risk and compliance. With support from the Executive Leadership Team, the role will drive efficient and robust process across IWDA and enable our diverse staff to use these consistently.</p> <p>This role will work collaboratively within the People Finance and Operations department and will manage a small team.</p>	
KEY RELATIONSHIPS	
Reports to:	Director, People, Finance and Operations
Manages:	Operations Coordinator, Salesforce System Administrator, Risk and Compliance Advisor
Internal:	People & Culture and Operations Coordinator, Executive Leadership team and CEO, Senior Leadership team, Finance team, Fundraising team, Audit and Risk Committee (FRAC), staff and volunteers
External:	ICT contractors and providers, insurance and travel providers, property managers, legal firms, other contractors and suppliers, DFAT and other member organisations
KEY RESPONSIBILITIES	
<p>1. Facilities Management</p> <ul style="list-style-type: none"> • Manage all aspects of IWDA's strategic and operational procurement, including travel, health services, information technology, office supplies, furnishings, etc., and ensure value for money • Manage the presentation and day-to-day operations of the office and hybrid work arrangements, including: administration; real estate agreements; utilities; security; maintenance; leasehold improvements; and workplace health and safety • Advise, develop and implement change management plans for facilities and office requirements mid to long term • Liaise with the property manager to manage IWDA's office tenancy, and to ensure adherence to IWDA's lease agreement <p>2. Legal affairs, risk & compliance</p> <ul style="list-style-type: none"> • Develop and implement robust and consistent contracting processes and templates across the organisation, ensuring integrity of all IWDA contracts; facilitating external legal advice as required • Ensure the integrity of corporate systems and promote appropriate compliance behaviour through effective communication and dissemination of relevant organisational policy and processes • Manage and oversee sector compliance including DFAT and ACFID • Manage all insurances and oversee renegotiation as required • Support IWDA's ongoing risk management and assessment processes • Manage and oversee internal compliance, including the Compliance Register • Manage business continuity planning, and crisis and incident management • Oversee IWDA's privacy obligations, including the work of the Privacy Officer • Advise and contribute to compliance policy and processes; ensure they are adequately meeting organisational compliance and policy obligations • Identify and advise leadership regarding policy and process impact of related regulatory changes in the sector <p>3. Systems & Process Improvement</p>	

- Develop and implement integrated processes, practices and systems to ensure IWDA's business effectiveness and efficiency
- Oversee implementation of organisation-wide business and digital transformation projects
- Lead IWDA operational change management processes including consultation, technical working groups, internal communications, user-focused training, review and adaptation
- Manage relationships with stakeholders throughout the organisation and provide guidance and support on operational and process quality principles
- Maintain quality standards through effective documentation, training and mentoring

4. Information & Communication Technology

- Manage the relationship with IWDA's external managed service provider
- Ensure the effective operation of IT equipment and support services to enable the strategic operations of the organisation
- Forecast and plan for equipment and software purchases in relation to projected user requirements
- Support the implementation, operation and utilisation of cost-effective, innovative and robust IT platforms (e.g., Salesforce and integrated 3rd parties, NetSuite, Datto, SharePoint), including data security
- Oversee the development of security policies, procedures and standards
- Collaborate with cross organisational stakeholders, including IWDA's external IT consultants, to improve security compliance, manage risk and bolster effectiveness
- Participate in decisions concerning the organisation's IT strategy and direction
- Oversee and actively promote technology awareness and competence throughout the organisation

5. Culture, Collaboration & Leadership

- Model IWDA's values and behavioural competencies at all times
- Model and drive positive risk and safety culture
- Manage and support the Operations Team to achieve objectives and develop professionally
- Prepare and manage operational and ICT budget
- Work collaboratively within the People, Finance and Operations team to achieve organisational goals
- Support organisational gatherings including all staff and board meetings
- Lead the annual organisational level Operational Planning process including development of the monitoring and reporting dashboard
- Contribute to organisational monitoring, evaluation and learning (MEL)
- Develop and maintain effective external relationships with key stakeholders, including industry regulators, peak bodies, business partners, key suppliers and other relevant parties
- Serve and promote IWDA's interests, reputation and goals

6. Learning & Growth

- Demonstrate continuous learning and improvement, individually and as part of the Senior Leadership Team
- Identify own knowledge and experience gaps and proactively seek expertise in others
- Model a learning and growth mindset across the Senior Leadership Team
- Model a solutions-focused culture across the Senior Leadership Team

As with all employees, the role holder will also contribute to IWDA organisational processes as appropriate to their seniority in the organisation. These include: monitoring, evaluation and learning; budget planning and reporting; and organisational culture building, including improving organisational drivers of diversity and inclusion and the continual work towards becoming an anti-racist organisation.

SELECTION CRITERIA

Technical Experience	Behavioural Capabilities
<p>Essential</p> <ol style="list-style-type: none"> 1. Demonstrated success improving business process for organisational effectiveness and efficiency 2. Demonstrated experience leading organisational change processes 3. Proven success managing operations functions in a similar role 4. Proven ability to ensure organisational contract integrity and consistency 5. Demonstrate project management skills leading large scale or complex projects 6. Demonstrated success working collaboratively, leading multi-disciplinary teams and building positive cross-team relationships 7. Demonstrated people management skills and experience 8. Strong communication, influencing and negotiation skills 9. Strong financial and analytical skills <p>Desirable</p> <ol style="list-style-type: none"> 1. Tertiary or post-graduate qualifications in Business Administration or related discipline 2. Understanding of general IT infrastructure technology and risks associated with privacy and cyber security 	<ul style="list-style-type: none"> • Self-awareness • Being inclusive & power aware • Practising collective care • Being courageous • Achieving outcomes and progress, not perfection • Being empathetic • Building trusting relationships • Being curious <p>Learning, unlearning & adapting</p>
GENERAL CONDITIONS	
<p>All IWDA staff and volunteers are required to:</p> <ul style="list-style-type: none"> • Support and demonstrate IWDA's Values and Behavioural Capabilities • Act at all times in accordance with IWDA's Code of Conduct and Policies • Comply with IWDA's Occupational, Health, Safety & Wellbeing Policy and practices • Act at all times in accordance with IWDA's Safeguarding Code of Conduct and Policies • Undertake police check prior to commencement and every two years thereafter. 	
Travel Requirements	
<p>No travel requirements for this role.</p>	