**Operations Support Manager, Australian Volunteers Program**

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| **POSITION TITLE**: Operations Support Manager | **CLASSIFICATION:** AVI Band 5 | **PROGRAM:** Australian Volunteers Program  | **DATE:** August 2021 |
| **LOCATION:** Melbourne | **REPORTS TO:**  Deputy Program Director | **ROLES REPORTING TO THIS ONE:** * Compliance and Procurement Manager
* Child Protection and Safeguards Adviser
* Program Coordinator (vacant)
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| **ORGANISATION** AVI is an Australian not-for-profit organisation committed to achieving economic and social development outcomes across Asia, the Pacific, and the world. AVI believes in self-determination with locally owned and led change. We work for a peaceful, sustainable, and just world by partnering with people and organisations to share skills, knowledge, and experience to achieve the positive change and development goals they seek. AVI manages the Australian Volunteers Program in a consortium with Cardno Pty Ltd and Alinea-Whitelum. The program is funded by the Department of Foreign Affairs and Trade (DFAT). The Australian Volunteers Program matches a broad range of skilled Australians with partner organisations in the Indo-Pacific region, to support them to achieve their own development goals.  |
| **KEY OBJECTIVE:**Lead and manage the delivery of an efficient and effective team which provides operational support across the Australian Volunteers Program. Adopting a service delivery model, this role will ensure that operational support is provided across the Australian Volunteers Program to enable high-quality program delivery, in line with contractual obligations and best practice. |
| **RELATIONSHIPS AND INTERACTIONS:****Internal*** Deputy Program Director
* Program Director
* Australian Volunteers Program leadership team and staff in Australia and across 22 overseas offices

**External*** DFAT staff
* Third party providers
 | **PHYSICAL DIMENSIONS:**This role requires the ability to:* Sit or stand for long periods, as well as regular bending, crouching, and reaching.
* Use an appropriate lifting technique to manually handle office files and items.
* Operate a computer accommodating reasonable adjustments.
* React to a display (computer screen) throughout the workday.
* Use a telephone within reasonable adjustments (including use of headset).
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| **DECISION MAKING:**Under the direction of the Deputy Program Director, the Operations Support Manager has accountability and responsibility for providing operational support across the Australian Volunteers Program.  | **POSITION DIMENSIONS:*** This role will be responsible for managing three direct reports.
* This role will have budget responsibilities which is developed and agreed on an annual basis.
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| **KEY CHALLENGES** * Effective management of multiple concurrent activities and competing priorities
* Effective management of multiple key stakeholders both internally and externally
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| **VALUES**We expect all our employees demonstrate the ability to uphold AVI values through behaviour, leadership, and projects. AVI values are: Equity and Social Justice, Diversity and Inclusion, Integrity, Partnership, Solidarity, Respect |
| **KNOWLEDGE AND EXPERIENCE REQUIREMENTS**Knowledge, skills and demonstrated experience in:* Successful track record of strategic planning, operational management and analytical thinking and decision-making
* Knowledge and experience managing a multi-disciplinary operations team
* Knowledge and experience implementing integrated service delivery in international development, volunteering and/or community or commercial services sector.
* Experience working on a DFAT funded project in a senior role is essential.
* Experience overseeing an effective document management information system
* Experience implementing business processes and systems to improve effectiveness.
* Understanding of and commitment to Equal Opportunity, Workplace Health & Safety, Child Protection and Privacy Principles
* Sound knowledge of, and commitment to the underpinning values, goals and objectives of the Australian Volunteers Program

**SKILLS & ATTRIBUTES*** Demonstrated high level relationship skills
* High level verbal and written communication skills together with well-developed administration and organisational skills
* High level of business acumen and the ability to identify and contribute to emerging trends and opportunities
* Proven ability to drive and implement organisational change and leading practice solutions
* Proficient in leading, managing and developing multi-disciplinary teams
* Demonstrated ability to respond to a variety of complex issues in a consistent and effective manner using sound problem-solving capability
* Proven financial management and analysis skills

**Qualifications**Relevant tertiary qualification and or equivalent demonstrated work experience |
| **ACCOUNTABILITIES** |
| **KEY RESULT AREA** | **KEY ACTIVITIES** | **PERFORMANCE MEASURES** |
| **Leadership & Management** | * Determine the strategic direction of the operations support team to ensure that outcomes are delivered in line the overall strategic direction and plans of the Australian Volunteers Program
* Provide high level of service delivery against quality and leading practice standards and contractual requirements
* Manage, monitor and review staff and team performance, providing coaching and feedback as appropriate and provide staff development opportunities as required
* In consultation with the MEL Manager support the effective collection and use of data across with program and with DFAT as required
* Represent the Operations Support team at program leadership meetings and share information on initiatives, news and updates on behalf of the team
* Oversee the activities relating to impact grants to ensure its smooth and effective implementation
* Work collaboratively with the program’s Finance Manager, Regional Directors and with AVI’s corporate support areas.
* Support the Deputy Program Director with activities to ensure program implementation efficiencies are achieved, and contractual obligations are met.
* Oversee the operationalisation of new modalities across the program and where necessary, act as a conduit to translate and support Innovation Hub initiatives into mainstream implementation of the program.
 | * Outcomes are delivered efficiently and effectively;
* Head contract contractual requirements are met;
* Low turnover of staff and staff report high levels of satisfaction.
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| **Systems and documentation** | * Ensure effective implementation of the program’s document management / information system on SharePoint.
* Provide advice on the effective use of technology to enhance program quality, efficiency and effectiveness
* Ensure that documentation to support the efficient delivery of the program is kept up to date, is relevant and has been socialised across the program.
* Ensure relevant AVI policies and procedures are implemented on the program
* Provide support to in-country staff, including providing operational templates and guidance, to enable effective program delivery.
 | * Documentation is completed in an accurate and timely manner
* Documented approach reflects the needs of the stakeholders and demonstrate effective communication
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| **Safeguarding and support services** | * Ensure appropriate operational support is provided across the program to ensure efficient and effective implementation of program activities.
* Ensure the program’s approach to safeguarding (child protection, sexual exploitation, abuse and harassment and environmental and social safeguarding) is aligned with DFAT’s requirements.
* Ensure support / advice provided to the program on safeguarding issues is timely, professional and meets the needs of the program.
* Work with AVI’s People and Culture Manager to oversee the delivery of human resources support services to the program, ensuring that the human resource needs of the program are met
* Provide oversight and management for the staff within the Operations team
 | * Information to be gathered, stored & shared in an accurate, meaningful and timely manner to support the goals of the program
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| **Collaboration and teamwork**  | * Model behaviours for collaboration
* Develop and maintain proactive and productive working relationships with both internal and external stakeholders
* Communicate information as appropriate with relevant team members and to ensure they have up-to-date information
* Participate in team activities and meetings demonstrating respect and consideration for individual experience and expertise.
* Engage in continuous learning and contribute positively to a collaborative and respectful working environment aligned with the culture and values of AVI
 | * Mutually respectful and collaborative working relationships within and between teams
* Feedback from key internal and external stakeholders
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| **ADDITIONAL REQUIRMENTS:*** In addition to the above, any and all other duties and responsibilities are to be performed as required and consistent with this role
* This role may require some work outside of regular hours
* This role may require interstate or international travel, subject to organisation and government restrictions
* Understanding of, and commitment to, EEO and privacy principles
* A Background and Security and commercial credit check will be performed as a requirement of this role
* An offer of employment to this role may be subject to a satisfactory criminal record check. This may include require appropriate international police clearances if you have lived in a country (or countries) outside of Australia for a period of more than 12 months in the last ten (10) years
* Continued employment may be subject to additional security checks from time-to-time
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