

**BLACKHEATH AREA NEIGHBOURHOOD CENTRE INC.
POSITION DESCRIPTION**

Position	Operations Manager
Office location	110 Wentworth Street, Blackheath NSW 2785
Accountability and reporting	This position reports to General Manager
Directly supervises	Finance Manager, Reception, Communications, Halls Administration, Cleaners
Internal liaisons	Services Manager, Neighbourhood Centre Coordinator, BOOSH Coordinator, BANC Access Coordinator
External liaisons	Contractors, suppliers, government agencies
Conditions of employment	SCHADS Award Level 7
Hours of employment	28 hours per week
Status of position / Position duration	Permanent, part-time (subject to funding). Occasional out of core hours work is required.
Organisation context	Blackheath Area Neighbourhood Centre (BANC) is a multipurpose not-for-profit community-based organisation servicing the Upper Blue Mountains. Services include out of school hours care, NDIS services, and Neighbourhood Centre. BANC values are Inclusive, Fair, Professional, Committed, Responsive, Innovative. BANC is the heart of creative, inclusive services that support the sustained well-being and resilience of its community.

<p>Position objectives</p>	<p>This position is responsible for the operations of Blackheath Area Neighbourhood Centre (BANC), and subject to the policies, strategic objectives and budget parameters established by the Board, makes all operational decisions. Policy states the level of delegations that apply to this position.</p> <p>The Operations Manager is a key part of the executive leadership team and is responsible for ensuring BANC functions effectively and efficiently each day, in partnership with staff. The position will:</p> <ul style="list-style-type: none"> • analyse and improve organisational processes, and work to improve quality, productivity, and efficiency • ensure facilities are safe, welcoming and functional • ensure support services are efficient and meet the needs of staff and service users • oversee HR duties, such as attracting talent and setting training standards and hiring procedures
<p>Judgement and decision making</p>	<p>This is a leadership position, responsible for the day-to-day management of the Neighbourhood Centre. This position requires the ability to make decisions and solve problems based on BANC Policy and Procedures and delegations provided by the General Manager. The position is responsible for the management of staff and volunteers.</p>
<p>Duties and responsibilities</p>	<ol style="list-style-type: none"> 1. Improve operational systems, processes and policies in support of BANC's purpose 2. Support better management reporting, information flow and management, business process and organisational planning 3. Manage and increase the effectiveness and efficiency of support services including HR, ICT and finance 4. Manage contracts including utilities, leases, ICT hardware and software and premises including maintenance, cleaning, rubbish 5. Improve coordination and communication between support and service delivery functions 6. Manage staff recruitment, induction, compliance and support processes 7. Promote an organisational culture that encourages safe work, high morale and top performance 8. Oversee budgeting, reporting, planning, and auditing 9. Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations 10. Lead and manage the Operations team of staff, ensuring they receive supervision, appraisal and professional development appropriate to their position and goals 11. Oversee effective and efficient administrative and financial management systems

	<p>12. Contribute to the development and review of BANC policies and procedures to ensure they support the safe and professional delivery of services</p> <p>BANC duties</p> <ul style="list-style-type: none"> • Comply with all BANC policies and procedures • Act according to the BANC Code of Conduct • Comply with BANC’s Work Health and Safety Policy • Promote a positive image of BANC to members of the public • Promote the service where possible, including on social media platforms • Contribute to the team environment at BANC and its overall aims • Actively participate in staff meetings, service planning, supervision and performance appraisals as directed • Read and respond to relevant minutes and memorandums
Specialist skills and knowledge	<ol style="list-style-type: none"> 1. Tertiary qualifications in operations management or related discipline; OR minimum 5 years’ experience working in management, operations, and leadership 2. Ability to build consensus and relationships among managers and employees 3. Excellent organisational and communication skills 4. IT skills, including knowledge of Microsoft Office 5. Understanding of general finance and budgeting, including profit and loss, balance sheet, and cash-flow management.
Interpersonal skills	<ol style="list-style-type: none"> 1. Good written and verbal communication skills 2. Time management of competing priorities 3. Ability to lead and motivate a team of staff 4. Understanding of confidentiality and discretion
Key selection criteria	<ol style="list-style-type: none"> 1. Tertiary qualifications in operations management or related discipline; OR minimum 5 years’ experience working in management, operations, and leadership 2. Ability to build consensus and relationships among managers and employees 3. Excellent organisational and communication skills 4. IT skills, including knowledge of Microsoft Office 5. Solid understanding of financial management 6. Current Criminal Record Check 7. Up-to-date COVID-19 and influenza vaccination certificate
Date of review	June 2022