

<b>Job Title:</b>	Operations Manager / Head of Operations - Adelaide Office
<b>Reports to:</b>	International Chief Executive Officer

## General job description:

The main purpose of the role is to lead, manage, and develop the office operations and administration team and to ensure a high level of stakeholder services is delivered by the team in the specific country.

## 1. Principal responsibilities:

- Lead, motivate and collaborate with operations and administration team in providing excellent standards of service to supporters in keeping with organisation mission and ethos;
- Manage the recruitment, induction, coaching, performance management and development of staff to ensure appropriate job competency;
- Establish and maintain a professional and ministry focused office environment;
- Manage staff workloads in an effective and fair manner;
- Oversee CRM (Salesforce) and financial administration in line with international policies and best practice;
- Lead process improvements and new initiatives, especially with supporter relations;
- Other duties as required by the International Head Office.

## **2. Technical Competencies:**

- Planning and organising;
- Teamwork / Interpersonal skills;
- Leadership and people management;
- Adaptability and resilience;
- Stakeholder and supporter management;
- Strong IT skills and capabilities.

## **3. Educational Requirements and Work Experience:**

The successful candidate must be able to demonstrate experience in administration and finance management, preferably in a not-for-profit or charitable organisation. A tertiary qualification in a relevant discipline is preferred and the candidate must exhibit strong leadership skills. The successful candidate will also be required to demonstrate a strong work ethic and trustworthiness in high levels of confidentiality. Since this position is largely based in Christian ministry, the candidate must be able to demonstrate an active Christian lifestyle, which will need to be supported by two character references, one being from their local church pastor / leadership team.