

## POSITION DESCRIPTION

### Chief Operating Officer

<b>Position Title:</b> Chief Operating Officer		<b>Division:</b> Leadership Team
<b>Reports To:</b> Chief Executive Officer		
<b>Direct Reports:</b>	Head of Technology Repairs and Reuse; Head of Logistics and Operational Compliance	<b>Location:</b> Alexandria
<b>Position Purpose:</b>  The Chief Operating Officer (COO) is a key member of the executive team responsible for leading and improving the organisation’s core operations, including technology repairs, refurbishment, warehouse, and logistics functions. This role is critical to WorkVentures' success in scaling its impact, enabling safe, efficient, and cost-effective operations aligned to our purpose of transforming Australia through technology, skills and meaningful career pathways.  The COO will drive operational transformation while providing practical, hands-on leadership. They will embed effective systems, performance metrics, and team capability to ensure the organisation is well-positioned to manage increasing volumes of donated technology and deliver high-quality, secure, and traceable services.		<b>Award and Level:</b>  Non Award

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Key Accountabilities	Key activities
<p><b>1. Operational Leadership</b> - Deliver effective, efficient and scalable frontline operations by leading and coordinating all aspects of technology repairs, refurbishment, warehouse and logistics through strong oversight, team leadership, and system improvements.</p>	<ul style="list-style-type: none"> <li>• Manage daily operations through team leaders and supervisors.</li> <li>• Ensure service output, quality, and safety targets are met.</li> <li>• Introduce systemic workflow improvements and track performance against targets.</li> <li>• Leverage change management strategies to embed a culture of continuous improvement.</li> <li>• Ensure adequate resourcing and shift planning across operations.</li> <li>• Bring the operational teams together, creating a 'one team' culture.</li> </ul>
<p><b>2. Leadership and Culture</b> - Build a performance-focused and values-aligned operations team by developing frontline leadership, embedding role clarity and accountability, and fostering a culture of respect, continuous improvement, and WHS excellence.</p>	<ul style="list-style-type: none"> <li>• Coach and mentor managers to ensure they are implementing best practice strategic operational requirements and improvements.</li> <li>• Support performance reviews and development plans</li> <li>• Promote communication, teamwork, and problem solving</li> <li>• Role model behaviour aligned with WorkVentures' values.</li> </ul>
<p><b>3. System Optimisation and Transformation</b> - Enable scale and consistency in service delivery by implementing process improvements, adopting digital systems, and resolving inefficiencies across refurbishment, repairs, warehouse and logistics workflows.</p>	<ul style="list-style-type: none"> <li>• Lead operational changes including tracking, labelling, and stock movement systems.</li> <li>• Identify and remove bottlenecks and legacy processes.</li> <li>• Embed best practice new tools and systems with training and support.</li> <li>• Monitor implementation and adjust as needed.</li> </ul>
<p><b>4. Risk, Compliance and Quality Assurance</b> - Ensure operational compliance and service quality by leading quality assurance practices and meeting regulatory, environmental, safety and data protection obligations.</p>	<ul style="list-style-type: none"> <li>• Oversee quality assurance checks, repair diagnostics, and data wiping protocols.</li> <li>• Lead a culture of WHS by always being a visible and vocal champion and providing oversight of WHS policies and processes, ensuring WHS standards are followed across sites.</li> <li>• Report upon WHS and operational compliance matters to the Board.</li> <li>• Maintain compliance registers and SOPs.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Regularly review external standards landscape to ensure ongoing compliance and alignment to current and future business operations.</li> <li>• Conduct periodic internal compliance audits and lead resolution of compliance issues.</li> </ul>
<p><b>5. Stakeholder and Partner Relationships</b> - Maintain service reliability and reputation by managing key relationships with logistics providers, device donors, suppliers and partner organisations.</p>	<ul style="list-style-type: none"> <li>• Oversee inbound and outbound logistics partnerships, engaging at a strategic level with key partners.</li> <li>• Ensure alignment of supply chain with operational needs.</li> <li>• Manage related clients and contracts with the inclusion of service level agreements, contract negotiations and contract compliance</li> <li>• Resolve issues with partners and suppliers promptly.</li> <li>• Represent WorkVentures at operational partner meetings and forums.</li> </ul>
<p><b>6. Strategic Contribution and Reporting</b> - Support organisational growth and decision-making by contributing operational insights, risk analysis, and progress reports to the CEO, executive team and Board.</p>	<ul style="list-style-type: none"> <li>• Prepare monthly operational performance reports and bi-monthly Board reporting incorporating operational insights that informs data driven decisions.</li> <li>• Advise on capacity, productivity, and resource needs.</li> <li>• Lead operational site strategy – including considerations for current and future sites to support growth ambitions.</li> <li>• Participate in strategic planning and budget processes.</li> <li>• Translate strategic goals into operational plans, milestones, and metrics</li> <li>• Highlight risks and mitigation strategies to the CEO.</li> </ul>

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Key Selection Criteria	WorkVentures' Values
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Proven success in operational leadership roles in logistics, repairs, refurbishment or warehouse environments.</li> <li>Experience embedding operational systems, continuous improvement, and team accountability.</li> <li>Data-driven, with experience in leveraging Strong people leadership, coaching, and frontline team development.</li> <li>Hands-on, solutions-focused style suited to growing and resource-conscious organisations.</li> <li>Experience implementing programs of operational uplift and change management</li> <li>Strong understanding of WHS, compliance, and data security.</li> <li>Supply chain management expertise.</li> <li>Commitment to social impact and digital inclusion.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Strong understanding of the hardware technology industry, including but not limited to the IT Asset Disposition sector</li> <li>Experience in a not-for-profit or social enterprise setting.</li> <li>Familiarity with inventory and workflow tracking systems.</li> <li>Previous experience transitioning ERP systems from planning through to deployment.</li> <li>Knowledge of e-waste regulations and circular economy principles.</li> </ul>	<p><b>TRUST</b> - Demonstrates ethical and professional standards in line with WorkVentures' Values and Code of Conduct.</p> <p><b>RESPECT</b> - Applies compassion and empathy to conduct oneself, in addition to managing interactions with clients and colleagues.</p> <p><b>ACCOUNTABILITY</b> - Takes responsibility for own performance and behaviour and demonstrates this when dealing with colleagues, clients and a wider stakeholder network.</p> <p><b>INNOVATION</b> - Strives for continuous improvement in own performance and actively contributes ideas to improve the operation of WorkVentures.</p> <p><b>INTEGRATION</b> - Works cooperatively within own team and cross-functional teams to achieve WorkVentures' goals.</p> <p><b>ACKNOWLEDGMENT</b> - Acknowledges team and organisational successes, demonstrating a commitment to WorkVentures' vision and goals.</p>

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