



Position Description

Director of Operations

OMNIA SUPERAT DILIGENTIA

DILIGENCE OVERCOMES ALL

OUR SCHOOL MOTTO SINCE 1892

Ipswich Girls' Grammar School including Ipswich Junior Grammar School offers high quality, non-denominational education for girls only from Years 7 to 12, with boarding available from Year 5, and coeducation from Kindergarten to Year 6. We pride ourselves on providing a personalised, holistic education with a focus on academic excellence.

Our Vision

Ipswich Girls' and Junior Grammar School's vision is to be the destination school where globally conscious students lead with grit and grace.

Our Purpose

Opening doors for a brilliant future.

Our Goals

World Ready: We co-create global learning adventures with our students so that they love to learn for life, and lead with grit and grace.

Future Focused: We nurture an adaptive, collaborative workforce that advances the staff community and the educational experience they deliver.

True Belonging: We share and celebrate our heritage, diversity, and inclusivity to strengthen our connections and community.

Destination School: We leverage our unique place and space as a premier destination for learning and work.

New Momentum: We continue our legacy by making smart, resilient investments in our future.

Our Values

- **Diligence** - Digging deep and using grit to get the job done.
- **Excellence** - Committing to be brilliant together.
- **Respect** - Valuing diversity and embracing the uniqueness of everyone.
- **Integrity** - Finding the courage to do what is right.
- **Care** - Showing kindness, compassion and grace for people and place.

Location

Address: 82 Chermside Road
EAST IPSWICH QLD 4305
Telephone: +61 7 3454 4447
Email: principal@iggs.qld.edu.au
Website: <http://www.iggs.qld.edu.au>

THE ROLE	
Position Title:	Director of Operations
Department:	Operations Department
Reports to:	Chief Financial Officer
Classification:	Salary
Hours:	Full-time (1.0 FTE)

Your Opportunity

The Director of Operations leads and oversees the effective delivery of all operational services across the School. The role provides high-level strategic advice, analysis, and planning support to the Chief Financial Officer and the Principal and is responsible for ensuring the School's operations align with and enable the Strategic Plan. The Director of Operations holds overall accountability for non-teaching operational budgets, planned and preventative maintenance programs, contractor and facilities management, minor and capital works, and the governance of all audit, risk, workplace health and safety, and compliance frameworks.

As the Director of Operations, you will:

- Maintain the standard of excellence required by the School's reputation and uphold the philosophy of the School.
- Promote the interests of Ipswich Girls' Grammar School including Ipswich Junior Grammar School in the school and wider communities.
- Attend staff development and training programs when and if appropriate.
- Comply with work health and safety responsibilities detailed in the safety management system and comply with the School's Staff Code of Conduct.

Responsibilities

As the Director of Operations, you will be responsible for:

- The School's infrastructure portfolio including capital works project management and delivery; grounds, facilities, cleaning and security; facilities hire; asset management and sustainability.
- Risk management, governance and compliance.
- Workplace health and safety and incident management.
- Overseeing and leading the School's compliance framework including maintaining a current and comprehensive policy and procedure record and system of review.
- Records management and liaising with the Director of ICT to incorporate best practice records maintenance, retention, archiving and disposal including ensuring School wide compliant practices.
- Lead and enact planning associated with scope of the role included but not limited to: facilities planned maintenance, WHS audits, grounds maintenance, emergency management system audits, and master planning in alignment with the School's strategic plan and teaching and learning Improvement plans.
- Develop and manage budgets associated with the Operations arm of the business.
- Provide authoritative advice and recommendations to the School's Executive team (and Board of Trustees or associated Committees on occasion) about matters related to risk management, WHS, infrastructure and facility management and planning, records management and the School's compliance framework to support informed strategic decision making.

Leadership and Management

- Lead and manage the Facilities Team responsible for security, grounds, cleaning, facilities and asset management activities, including maintenance, repairs, inspections, and hire of School facilities and assets, ensuring workloads are prioritised to meet operational requirements and stakeholder expectations.
- Lead and implement operational aspects of the workplace health and safety (WHS) agenda, including incident and risk management, safety training, compliance obligations, and chairing the School's WHS Committee.
- Develop, lead, and oversee the School's Infrastructure Management Plan and other complex infrastructure delivery programs, providing strategic recommendations on priorities aligned to organisational strategy and planning frameworks.
- Collaborate across the School/College to foster a coordinated and inclusive approach to infrastructure planning and asset management, enabling innovative, practical, and sustainable solutions.
- Undertake research, analysis, and evaluation of infrastructure planning and asset management programs, providing evidence-based recommendations that support best practice, align with the School's strategic agenda, and enhance student outcomes.
- Manage the School's capital works budget (other than ICT Capital Works), facilities, WHS, cleaning, security and other budgets as may be required, within budget limitations and ensuring best value for money.

Governance and Compliance

- Oversee and manage the School's records management including systems, processes, compliance, Disposal and Retention Schedule, storage and responding to access and disposal requests.
- Manage and lead the School's compliance framework and processes including maintaining the policy register, policy implementation and system of review.
- Review and continuously improve practices, systems, processes, and procedures relating to risk management, facilities management, contractor management, and WHS to ensure compliance with relevant legislation, regulations, regulatory authorities, government and department policies, and standards.
- Assist in the preparation and review of risk assessments relating to School property and infrastructure.
- Monitor and maintain the School's Emergency Management Plan including Fire Risk Assessment process and annual emergency service audits, ensuring timely updates and resolution of identified issues.
- Responsible for contractor management and compliance including safe work practices/methods, contractor licences, insurances, inductions and blue cards (as necessary).

Infrastructure, Facilities, Grounds and Events

- Provide strategic oversight to ensure the School's environment consistently reflects excellence with all buildings, infrastructure, grounds and facilities maintained, repaired, and presented to the highest standard.
- Ensure the School's infrastructure is well positioned to respond to teaching and learning needs and any developing and/or evolving master planning, WHS and operations compliance requirements.
- Develop and manage capital works and other facilities management budgets, including budget administration, procurement, and financial oversight.
- Proactively coordinate with, and escalate to, the Chief Financial Officer any planned or unplanned operational issues and risks that may or are impacting School operations.
- Ensure School assets are effectively safeguarded, managed and maintained through structured audits/stocktakes, preventative maintenance programs, asset management and replacement plans.
- Oversee the coordination of resources, logistics, and facilities for major School events and internal facility set up requirements in consultation with key stakeholders (e.g. Open Day, Long Lunch, and community events).

- Maintain a focus on sustainable practices and innovation across the School's facilities and infrastructure.

Contractor Management, Facilities Hire and Security

- Oversee all service providers to ensure contractual compliance, WHS compliance, possession of all necessary licences, permits, insurances and safe work practices, performance standards, best value for money, and improved cost and delivery efficiencies.
- Manage all School building, refurbishment, and restoration projects, including procurement and tender processes, contract negotiation, scheduling of works, contractor performance, and financial management to ensure delivery on time and within budget.
- Collaborate with finance and marketing teams to promote and manage the hire of School facilities to the wider community.
- Oversee community use of School facilities, ensuring facility suitability, risk management, and alignment with School policies.
- Lead the School's security management arrangements and on-site security provision, including contract management, keys, access, and alarm systems, in consultation with relevant stakeholders and in accordance with the School Security Policy.
- Implement and maintain strategies to manage risk and enhance the security of physical assets to prevent or reduce crime.

Risk Management and Workplace Health and Safety

- Chair the School's WHS Committee and provide leadership in fostering a strong safety culture.
- Implement, and enforce WHS standards, procedures, and systems to maintain a safe and healthy work environment in compliance with legislative requirements.
- Ensure necessary stakeholder engagement and staff, visitor, volunteer and contractor awareness of the School's risk and safety systems, processes and obligations.
- Manage the investigation and reporting of accidents and incidents, including the implementation of corrective and preventative actions.
- Ensure appropriate resources, systems, and processes are in place to eliminate or minimise workplace risks so far as is reasonably practicable.
- Conduct and document comprehensive School-wide risk assessment reviews at the end of each term and undertake additional risk assessments and safety checks as required.
- Ensure WHS records are accurately maintained and that the School remains compliant with all current health and safety legislation.
- Provide authoritative advice and recommendations to the Leadership Team on WHS, infrastructure, and facilities management matters to support informed strategic decision-making.
- As the designated Fire and Security Officer, ensure all fire and security systems are maintained, tested, recorded, and that associated policies and procedures are reviewed and updated.
- Maintenance and collaborative review of risk registers and incident registers.
- Deliver WHS and fire safety training for staff induction and manage annual mandatory fire training requirements.

Occupational Health and Safety

All staff members employed at the School are required to:

- Demonstrate in daily activities a commitment to health and safety in the workplace by always performing tasks in the safest possible manner - safe for the individual, co-worker and students
- Always ensure that you work in compliance with all laws, acts, regulations and policies outlined in all policies, manuals and handbooks, as updated from time to time
- Report all hazards and incidents that the individual is party to, or observes, in the correct manner
- When required or directed by the School, participate in any health and safety training.

Competency Required

1. Strategic operational capability to oversee facilities, infrastructure, and asset functions in a complex environment, ensuring services are delivered safely, efficiently, and in alignment with organisational priorities.
2. Strong leadership and workforce management capability, including the ability to guide operational teams through change, build capability, embed accountability, and foster a culture of collaboration and service excellence.
3. Advanced planning and coordination skills to manage facilities operations, maintenance programs, and infrastructure initiatives while balancing risk, resources, and competing priorities.
4. Well-developed project delivery capability, enabling the effective coordination of people, contractors, budgets, and timelines to achieve high-quality infrastructure and facilities outcomes.
5. Sound commercial and contract management acumen, including the ability to oversee suppliers and contractors, monitor performance, and ensure value for money within established governance frameworks.
6. Proven knowledge of workplace health and safety systems, with the capability to embed safe work practices, support compliance obligations, and promote a proactive safety culture across the organisation.
7. Strong risk awareness and governance mindset, with the ability to identify operational, safety, and compliance risks and support effective mitigation through policies, procedures, and assurance activities.
8. Continuous improvement orientation, demonstrated through the ability to assess operational performance, challenge existing practices, and contribute to sustainable improvements aligned to strategic goals.
9. High-level communication and relationship-building capability, enabling effective engagement with senior leaders, staff, contractors, and community stakeholders to support informed decision-making and resolve issues constructively.

Formal Qualifications

- Bachelor Degree qualifications in Operations, Business Administration, Project Management or a related field otherwise equal significant experience in similar role.

Selection Criteria

Within the context of the duties described above, the ideal applicant will be someone who has:

1. Experience providing leadership and oversight of a team and business portfolio, setting clear direction, allocating priorities, managing performance, and supporting a positive, accountable, and service-oriented work culture within an education or similarly complex organisation.
2. Demonstrated experience coordinating and delivering facilities and asset services, including maintenance programs, infrastructure upgrades, and capital or minor works, while balancing operational continuity and stakeholder expectations.
3. .
4. Evidence of successfully planning and delivering projects, including scoping works, managing timelines and budgets, coordinating resources, and addressing risks to achieve agreed outcomes.
5. Demonstrated capacity to manage external service providers, stakeholders and contractors, including procurement processes, contract management, monitoring service delivery, and ensuring work is completed safely, efficiently, within budget and to specification.
6. Demonstrated understanding of workplace health and safety obligations, including experience supporting governance arrangements, managing incidents and hazards, and contributing to the development of a strong organisational safety culture.
7. Experience managing operational risk and compliance, including contributing to audits, property-related risk assessments, and compliance with legislative, regulatory, and policy requirements.
8. Ability to review operational practices and identify improvement opportunities, with evidence of implementing practical and sustainable solutions aligned to organisational objectives and strategic priorities.

