



Job Description

Operations Lead

Role Specifics

Direct reports	Operations Coordinator
Reports to	Chief Executive Officer (CEO)
FTE	1.0 (Full-Time)
Location	Gadigal Country (Sydney) or Wurundjeri Country (Melbourne) with Hybrid conditions
Salary Range	\$120,000 - \$140,000 + superannuation

Role Summary

The Operations Lead is pivotal to the success of the Foyer Foundation, it is responsible for the efficient running of the organisation's operations and administrative functions.

This role is responsible for managing and streamlining administrative and operational processes across the organisation and the effective delivery of key corporate functions including finance, human resources, office/technology management, and governance.

Most critically, this role supports the wider Foyer team, and as the central hub in the organisation, plays an important part in fostering the collegial and collaborative culture that we value.

Who we are

Our purpose at Foyer Foundation is to unlock thriving futures for young people aged 16-24 who are experiencing or at risk of homelessness. We do this by growing the reach and impact of Youth Foyers. Youth Foyers provide a safe and stable home for up to 40 young people for up to two years, integrating housing, education, employment and life skills supports - all under one roof. There are currently 16 Youth Foyers across Australia, and we are in an exciting phase of growth and momentum working towards 50 Foyers by 2030.

Youth Foyers are delivered by a vast network of service providers, big and small, across Australia, working in communities in regional, remote and metro locations.

The role of the Foyer Foundation is to connect up this network and align activities nationally, gather evidence and insights, ensure quality Foyer services through learning and accreditation, and advocate with young people and our growing network. We play an entrepreneurial role, driving innovation and continuous learning and improvement across the Foyer network.

We are a networked organisation. Although we have a small core team, we have strong relationships with many external partners and collaborators, working together to achieve our collective goal of 50 Foyers by 2030.

Areas of Responsibility

1. Team Leadership

- Provide effective leadership and guidance to the operations team, in particular the Operations Coordinator, ensuring high levels of motivation, performance, and professional development.
 - Act as a key liaison between the operations team and other departments, ensuring alignment with organisational goals and objectives.
 - Demonstrate an ability to manage internal stakeholders in a way that aligns with the organisation's values of being impact-led; having high belief in young people, ourselves and others; and an inclusive and collaborative way of working.
 - Adopt a growth mindset and an entrepreneurial way of working that is comfortable with change and working proactively to solve problems and continuously improve operational processes.
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2. Finance

- Oversee and manage the efficient and accurate processing of accounts payable, receivable, payroll and expenses, supervising the Operations Coordinator to fulfil administrative requirements
- Manage key operational budgets, monitor and control expenses to ensure that operations are conducted within the allocated budget.
- Working closely with the senior leadership team to:
 - Implement cost-saving measures and identify opportunities for reducing operational costs without compromising quality or efficiency.
 - Forecast budget requirements and adjust plans as necessary based on financial performance.
 - Conduct regular budget reviews and provide variance analysis to explain deviations from the budget.
 - Work closely with external bookkeeper and accountant to ensure the organisation is compliant to accounting standards and structures

3. Human Resources

- Work closely with the leadership team, external human resource provider and legal advisors to:
 - Oversee all aspects of HR, including recruitment, onboarding, training
 - Ensure the organisation attracts, develops, and retains top talent
 - Implement HR policies and practices that comply with National Employment Standards and the organisation's goals and values
 - Develop and implement a performance management system that is fair, transparent, and aligned with organisational objectives
 - Support a positive work culture, and foster employee engagement and satisfaction.
- Serve as a primary point of contact for employee concerns and queries, addressing issues promptly and effectively to maintain a harmonious work environment.
- Champion diversity and inclusion initiatives, ensuring that the workplace is welcoming and inclusive for all employees

4. Information Technology

- Oversee the relationship with the external IT service provider to ensure they meet the organisation's needs for system reliability and project delivery, including;
 - The implementation of cybersecurity measures and data protection measures as required.
 - Stay informed about emerging technologies through the external provider and independently.
 - Evaluate new technologies that the provider suggests and assess their potential impact on improving operational efficiency and service delivery
 - Coordination of key organisational IT projects as they emerge working with the external provider to ensure projects are completed on time and within budget

5. Governance and risk management

- Manage the Company Secretary governance function with support from external providers
- Work with the leadership team and the Chair of the Board on organisational risk management and governance compliance processes
- Provide general secretariat support to the Board as required