

Location/s	Various
Reporting to	Head of Operations
Direct Reports	Team Leaders Administration Officers, Family Information Officers, Program Coordinators, as applicable
Level	Standard Stream Level 7
Date Updated	April 2024

About the Role

This position is responsible for the smooth running of all venues within the designated portfolio, and contributes to organisational planning, reporting, business development, and policy and procedure implementation.

The purpose of this position is to ensure Relationships Australia Queensland (RAQ) Limited:

- Provides effective, efficient, and coordinated operational management of all venues in delivering high quality client services and programs,
- Achieves all Operational Key Performance Indicators (KPI's) to deliver high quality client services in line with RAQ's strategic direction, and
- Complies with relevant contractual and reporting obligations as required by funding bodies and RAQ's Quality Management Framework.

The position will also play a key role in collaborating with all levels of management in implementing, monitoring, and reviewing organisational strategy. This includes ensuring inter-departmental collaboration beyond individual portfolios, particularly in policy production, carrying out organisational improvement initiatives and risk management processes.

Key Responsibilities

Operational Performance	<ul style="list-style-type: none"> • In conjunction with the Head of Operations, develop and implement region specific Operational Plans, ensuring RAQ's strategic objectives are well understood and executed by regional employees. • Monitor and review Operational KPIs to ensure RAQ strategic objectives are met within the region. • Set performance indicators for direct reports and measure against performance. • Analyse and respond to business information to design and implement operational improvements that remedy underperformance and respond to improvement opportunities. • Prepare accurate and timely reports for the Head of Operations on key performance and productivity trends within the region.
Leadership and Management	<ul style="list-style-type: none"> • As a member of the Operations Management Team, share collective responsibility for delivering organisational objectives, through active engagement and collaboration with employees at all levels in the organisation. • Be a role model for effective and positive leadership which is ethical, results driven and future oriented. • Promote a regional culture of cohesive and responsive service provision to clients through effective leadership to Team Leaders and venue employees. • Provide ongoing feedback, mentoring, advice and coaching to direct reports, supporting skill development, continuous improvement, and increased competencies through an effective performance management framework.

	<ul style="list-style-type: none"> Oversee all HR responsibilities for direct reports including: recruitment and selection, training and development, performance management, Professional Performance Reviews (PPRs) and clinical reviews, disciplinary management, and Workplace Health and Safety, and Rehabilitation. Provide strategic leadership in specific allocated program areas through the facilitation of working groups that maintain oversight and a record of the actions needed to provide safe, effective, and efficient service delivery that responds to changes to Legislation and Standards, Contracts and Funding requirements and addresses how these changes affect program service delivery to ensure the meeting of funding targets and program goals.
Compliance and Quality Management	<ul style="list-style-type: none"> In collaboration with the Head of Operations and the Quality, Risk and Compliance Team, facilitate and operationalise the agreed processes required for ISO Quality Management accreditation, including risk identification and management. Implement service manuals in accordance with contract and program requirements. Ensure compliance with legal requirements, including city council regulations, certifications, and licensing requirements. Ensure RAQ's services comply with all Federal and State funding contracts, including reporting requirements. Ensure adherence to organisational policies and procedures to deliver consistent high-quality venue operations. Promote regular and ongoing opportunities for employees to give feedback.
Stakeholder Engagement	<ul style="list-style-type: none"> Lead the delivery of services that are responsive to the regional community profile, including community needs and the local service sector profile. Develop and implement a responsive stakeholder engagement strategy at a regional level. Represent the organisation as delegated by the Head of Operations.
Operational Resource Planning, Monitoring and Implementation	<ul style="list-style-type: none"> Implement, monitor, and review annual regional/portfolio budgets. Implement, monitor, and review regional employee establishment. In conjunction with the Property and Finance Teams, manage and maintain regional assets, including property and vehicles.
Other Organisational Responsibilities	<ul style="list-style-type: none"> Adhere to all organisational policies, procedures, standards, and practices. Act only in ways that advances RAQ objectives, values, and reputation. Other duties, consistent with skills and experience, as directed by the reporting manager.

Core Competencies

Business Savvy	Applies knowledge of the business and the industry to advance the organisation's goals.
Accountability	Accepts personal responsibility for actions and consequences, reflects on own performance and commits to personal and professional development.
Collaborative Relationships	Builds collaborative and constructive working relationships, working as a team to achieve goals.
Diversity & Inclusion	Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences and commits to challenging attendant social inequities.

Innovation & Continuous Improvement	Applies knowledge, experience, and ideas to develop new and better ways of working, adapts to change and maintains resilience.
Professionalism	Gains the confidence and trust of others through honesty, integrity, and authenticity.

About You

To be successful in this position you will have:

	Required	Highly Desired
Qualifications	<ul style="list-style-type: none"> Undergraduate level qualifications in Business, Behavioural / Social Sciences or Law. 	<ul style="list-style-type: none"> Postgraduate level qualification in a relevant discipline.
Experience	<ul style="list-style-type: none"> Significant experience at a leadership level managing multi-disciplinary services across geographically diverse locations. Significant experience in stakeholder management, engagement, and strategy development. Significant experience in implementing, managing, and reporting on budgets successfully. Experience in contributing to business development initiatives and balancing organisational planning strategies with current operational requirements. 	<ul style="list-style-type: none"> Significant experience spanning the range of employee relations issues within a complex organisation/industry.
Knowledge	<ul style="list-style-type: none"> Knowledge of current theory and practice relating to the provision of community services. A strong working knowledge of employee and industrial relations frameworks and excellent skills in assessing risk at both organisational and individual levels. 	<ul style="list-style-type: none"> A sound understanding of Family Law, counselling, and family dispute resolution. A sound knowledge of the Not-for-Profit sector, the Australian Government Department of Social Services and Department of Human Services.
Skills	<ul style="list-style-type: none"> Solid leadership and emotional intelligence skills, with demonstrated ability to engage others, influence organisational culture, and provide strong direction. Ability to identify opportunities for change and lead continuous improvement initiatives. Highly developed communication skills, both written and verbal, including an ability to prepare high level reports to Executives and external parties. A lateral thinker with an ability to manage a multitude of complex tasks and projects simultaneously. 	
Other	<ul style="list-style-type: none"> Ability to travel across the State on a regular basis. 	

It should be noted that Position Descriptions are under constant review and may be changed at any time.