

## Director Operations

### Organisation Overview

Circle Green Community Legal (**Circle Green**) is a community legal centre providing humanitarian, tenancy, workplace, and family and domestic violence legal advice, further assistance, representation, advocacy, community legal education, referrals, outreach and support.

Circle Green provides accessible justice and seeks to create system, place and space to ensure a safety net of best practice legal advice, education, and advocacy. Services aim to assist people who are otherwise disadvantaged in their access to legal services.

Specialist services also support other providers of community legal services to develop local service capacity and to build strong referral pathways.

### Values



### Role Contribution

This role provides external and internal leadership for Circle Green.

The Director Operations works as part of the Executive Leadership Team to deliver to the Strategic Plan. The role is responsible for providing leadership, management, and oversight of corporate services including marketing and communications, office administration, financial management, facilities, contract management and reporting, human resources and information technology.

Working to improve community impact, this role focuses on developing strategies and delivering internal services and systems that support service delivery and ensures compliance. The Director Operations supports collaboration and manages relationships with key stakeholders including other community legal centres, funders, Board Members, auditor, suppliers and peak bodies as required.

The Director Operations will also support opportunities for internal collaboration with a focus on client outcomes and holistic service delivery. This may include community legal education, law reform, funding opportunities and staff development opportunities.

In addition, this person will work closely with the Director Services and the Chief Executive Officer to identify and create sustainable income streams for the organisation.

### **Key relationships**

- Reporting to Chief Executive Officer.
- Working with the Director Services and Chief Executive Officer as part of the Executive Leadership Team.
- Working with Principal Lawyers and Project Managers of service streams.
- Working with other Western Australia community legal centres, peak bodies, suppliers and funders.

### **Key Responsibilities**

#### Leadership and development

- Participation and contribution to the Executive Leadership Group, including participation in strategic planning, risk management and reporting to Board and funders.
- Support the strategic focus areas through development and implementation of operational plans.
- Provide strategic direction and support to the team to support achievement of operational plan.
- Support, guide and cultivate an environment of continuous improvement, best practice, and innovation.
- Develop and manage key external stakeholder relationships including representing Circle Green at external meetings and events.
- Focus on sustainability of funding, identification of gaps in service delivery and growth of community impact.

#### Implementation and management

- Ensuring effective and efficient functioning of the day-to-day operations of the organisation.
- Maintaining and reviewing organisational structures, systems, policies, processes, and procedures.
- Managing the development and systematic review of policies in line with best practice and national accreditation standards.
- Overseeing all human resource functions including:
  - recruitment and management of staff and volunteers.
  - Managing human resources policy practice, procedures, payroll and staff appraisal/performance functions.
  - Overseeing whole of Circle Green staff/volunteer training, development.
- Contract management and compliance.
- Overseeing and ensuring effective financial management of the organisation including the implementation of optimal accounting/financial software, budget preparation, financial modelling, monthly financial reports, funding reports and acquittals, financial audit, and ad hoc reports as required.
- Management of information technology & data systems.
- Overseeing marketing and communications.

- Overseeing the organisation and presentation of staff and stakeholder engagement functions.
- Overseeing data integrity and the collection and analysis of data to provide an evidence base for funding opportunities, advocacy and outcomes measurement.
- Management of the organisation's physical infrastructure, physical assets, and office maintenance.
- Ensuring Workplace Safety and Health (WSH) issues are managed appropriately and reported to the CEO as required.
- In collaboration with the Leadership Team identify opportunities for projects to attract further funding which support activities that reflect the strategic focus areas and values of the organisation.
- Carry out other duties, consistent with the role, as directed by the CEO.

### Team Responsibilities

- Oversee the recruitment, induction and training of central support staff.
- Manage staff development and performance.
- Encourage strong multi-disciplinary and cross-program collaboration internally and externally.
- Implement Circle Green's policies and procedures and act in accordance with the organisation's purpose and values.
- Support, guide and cultivate an environment of continuous improvement, best practice, and innovation.

### **Selection Criteria**

#### Experience/Knowledge & Skills

- Appropriate qualifications in accounting, management and/or business development.
- Experience in leading a diverse team and delivering client outcomes in a complex service delivery environment.
- Demonstrated excellence in strategic and operational planning, management of finance, accounting and budgetary control and reporting.
- Ability to analyse financial data and prepare financial reports and business modelling.
- Skill in examining, developing, re-engineering, and recommending financial, HR and technology policies and procedures.
- Well-developed verbal, written communication skills and negotiating skills.
- Proven relationship building skills.
- Sound organisational and administrative skills, including the ability to manage a varied and heavy workload.
- Proven project management experience.
- Experience in grant application and acquittal procedures.
- Understanding of and sensitivity to people from diverse cultural, socio economic and linguistic backgrounds.
- A demonstrated commitment to human rights and social justice issues.

#### Desirable

- Knowledge and understanding/ experience in Community Legal Centres/ community-based organisations.
- Ability to work innovatively in a dynamic environment.