

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Operations Manager
<b>LOCATION:</b>	Southport
<b>REPORTING TO:</b>	GM Growth and Innovation
<b>DEPARTMENT:</b>	Growth and Innovation

### PURPOSE STATEMENT

As a BUSY Group Operations Manager you will be responsible for working on developing the relationships and achieving initiatives within a new joint venture with a tech-platform startup. This is an exciting opportunity to take ownership and provide leadership, strategic direction, influence and innovation at a time of significant investment in technical platforms.

You will work closely with the teams to realise the targets, provide strategy and solutions to achieve results, develop and analyse reports to ensure we are continually improving as well as undertaking business development and marketing activity to promote our program within the footprints that we deliver.

You will receive a competitive salary and work with a collaborative, results driven, team who strive to succeed. You will get the opportunity to work for a very forward thinking *For Purpose* organisation that embraces new ideas and technology and is equipped to meet and exceed challenges.

### OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

### OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

### OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

### REPORTING

This position reports to the GM Growth and Innovation.

## PRIMARY DUTIES

- Manage the relationship between two organisations, across multiple teams, departments, and business units
- Develop a workable organisational strategy with an emphasis on finding the next level on a national, and then global scale
- Change Management – lead staff through change that reflects business transformation principles
- Engage with sales staff and wider organisational teams to ensure successful sales engagement
- Strategic and operational management
- Client management and industry liaison
- Management, tracking, and reporting of marketing findings, trends, KPIs, issues, and providing updates to stakeholders

## KNOWLEDGE, SKILLS & EXPERIENCE

- Effective stakeholder engagement and communication skills to manage contract relationships and to foster new ones
- Must be adaptable and able to work with multiple different teams and systems
- Highly motivated with strong leadership and change management experience
- Demonstrated analytical and communication skills
- Product ownership and management experience
- Experience in the development of organisational strategic and operational plans
- Demonstrated ability to network, liaise, manage and develop collaborative partnerships
- Excellent written and verbal communication skills
- Ability to lead, motivate, and influence teams to achieve outcomes
- Network with industry professionals and community groups
- Take initiative and be responsible for decisions
- Lateral thinker/problem solver with the ability to think outside the box for new opportunities
- Understanding of platforms and technologies with concepts such as AirBnB, Airtasker etc..
- Product management knowledge, specifically in tech would be desirable

## KEY DIMENSIONS:

- Attention to detail
- Building strategic working relationships
- Communication
- Initiative

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Travel may be a requirement of this role.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_