



Position title	Operations Manager
Group	Corporate Services
Employment status	1.0FTE/ongoing
Salary Range	As per Djirra salary bands
Position reports to	Director of Corporate Services (DCS)
Location	Collingwood
Delegation	As per Djirra's Schedule of Delegations
Direct Reports	<ul style="list-style-type: none"> • Facilities Coordinator • IT (external service) • Project Officer • Project staff from time to time
Organisation environment	
<p>Djirra¹ is an Aboriginal Community Controlled Organisation with over 20 years' experience accompanying Aboriginal and Torres Strait Islander women, and their children, on their individual journeys. We find solutions through Aboriginal and Torres Strait Islander women sharing their stories, journeys, and experiences. Djirra celebrates women's strength and resilience. We are committed to a future without family violence.</p> <p>We deliver holistic, culturally safe, specialist family violence support, legal services and case management, alongside cultural and wellbeing workshops and programs. Our services have state-wide reach, touching every part of Victoria to meet the needs of Aboriginal and Torres Strait Islander women. Self-determination is the foundation of everything we do.</p> <p>Djirra amplifies the voices of Aboriginal and Torres Strait Islander women. We advocate for system-wide change to improve access to justice, eliminate systemic violence, and strengthen women's resilience.</p> <p>We are an active member of the National Family Violence Prevention and Legal Services Forum, the peak body for Aboriginal and Torres Strait Islander people who are experiencing or at risk of family violence.</p>	
Role purpose	
<p>The purpose of the position is to ensure Djirra's Operations meet the strategic and operational needs of the organisation, and that Djirra</p> <ul style="list-style-type: none"> • complies with funding, compliance, accreditation, statutory and policy requirements, as relevant to your areas of responsibilities. • has effective administration, IT, OHS, building and fleet management systems and support, and has effectively implemented planning and internal reporting systems 	

¹ Djirra is the Woiwurrung word for the reed used by Wurundjeri women for basket weaving. Traditionally, when women gathered to weave, important talks took place and problems were solved. Djirra symbolises Aboriginal women today, still coming together to share stories, support each other and find solutions.

Key accountabilities

Leadership and Management

- Contribute to ensuring the organisation functions effectively, and is clearly positioned externally, as an Aboriginal Community Controlled Organisation (ACCO).
- Provide strategic leadership of Djirra's operational function.
- Manage and support direct reports.
- As a management team member, actively contribute to overall organisational planning and management.
- Promote and contribute to the blending and prioritisation of activities, communication and collaboration across the organisation.
- Identify and/or report any concerns or improvements with health, safety, wellbeing, quality, or service delivery to the DCS.
- Manage relationships with key internal and external stakeholders and develop pro/low bono partnerships as appropriate.

Compliance and Policy

- Monitoring and reporting against all funding, accreditation and statutory requirements as relevant to the operations of Djirra.
- Maintain building and facilities compliance to meet all statutory requirements.
- Ensure operations policies and procedures are implemented.

Administration, IT, Data, Building & Fleet Management

- Develop and implement organisational administration procedures and systems, including Office and IT Manuals
- Ensure effective administration and reception services are provided.
- Manage contracts and relationships with IT and telecommunications providers, implement IT policies and administration procedures developed with the providers and manage IT purchases.
- Co-ordinate the developing and securing of data systems to ensure efficiency and alignment across Djirra.
- Manage the intranet and the shared drive structure.
- Manage procurement.
- Monitor and oversee leasing arrangements for assets and all Djirra facilities.
- Establish and implement procedures for effective management and maintenance of buildings, facilities and the vehicle fleet.

Budget Management

- Understand and contribute to the forecasting and budget management processes. Manage to an organisational wide budget.
- Negotiate with vendors for most cost-effective products and services.

Sustainability

- Use an organisational and environmental sustainability lens in all the work that you do.
- Lead and implement environmental and sustainability initiatives within Djirra.

Planning, Reporting and Projects

- Contribute to effective workforce planning to ensure Corporate Services can support the growth of Djirra.
- Research, collate and interpret information to present options for senior management decision making.
- Undertake specific projects and tasks as reasonably requested by the DCS.

Meeting Administration

- Arrange regular all staff meetings.

Improvement

- Seek out and implement effective best practice methodologies and strategies for corporate support.
- Promote and implement a proactive continuous improvement culture.

Occupational Health and Safety (OH&S)

- Lead, manage and co-ordinate OHS across Djirra.
- Follow, and help others to follow, all health and safety procedures, and participate in all relevant training and complete timely reporting of any hazards, injuries or incidents.

- Ensure facilities are safe and fit for purpose for the work which Djirra undertakes.

Key selection criteria

Professional / Functional Skills

- Demonstrated ability to work or learn to work with Aboriginal organisations, communities and individuals in culturally appropriate ways as well as mainstream organisations.
- Demonstrated ability to manage and lead a team.
- Extensive experience in the development, implementation and review of operational policies, procedures, practices and processes.
- Demonstrated ability to forecast and manage a budget
- Excellent up-to-date knowledge of relevant legislation, regulations and governance principles and practices.
- Experience in pro-actively managing OHS and associated issues.
- Significant experience in project management, coordination and liaison.
- Experience in managing administration, IT functions and multiple database systems.
- Experience in a change management environment.
- Willingness to travel to other Djirra locations within Victoria.

Competency

- Very strong report writing and verbal communication skills.
- Highly organised with ability to plan, prioritise and complete own work efficiently and accurately with minimal supervision.
- High level of initiative and drive.
- Ability to motivate people and to create and drive change.
- Ability to elicit cooperation from a wide variety of sources, including senior management and other areas of the organisation.
- Ability to problem solve and manage through uncertainty.
- Able to display flexibility and sound decision making in response to the sometimes-conflicting demands of multiple stakeholders / projects.
- Strong attention to detail, conceptual, analytical, learning and investigative skills.
- Capacity to think and plan strategically.
- Sensitivity, insight, humour and warmth dealing with all people, but especially with those who may have experienced challenging circumstances over time such as trauma, discrimination and cultural and/or social isolation.

Technical Skills

- Advanced PC skills, including strong familiarity with MS suite of tools, especially word and excel.

Essential

- Current full drivers' licence
- National Police Check
- Working With Children's Check (WWCC)

Qualifications

An undergraduate qualification (degree course) in a relevant discipline, preferably in Business or Administration or substantial experience in Operations or Business Development roles.

Workplace health and safety

Djirra is committed to providing and maintaining the health and safety of its employees.

All staff at Djirra are expected to champion proactive and positive health and safety practices in the workplace and when working offsite by raising health, safety and wellbeing issues or concerns with managers and colleagues. Staff are required to observe all safe work procedures, rules and instructions, and take all reasonable care for their own safety and for the safety of



Sharing stories, finding solutions



work colleagues by always operating in a safe and appropriate manner. Staff are encouraged to undertake related training e.g. – First Aid training, Fire Warden, etc.

Information about these policies is contained in Djirra’s Human Resources Policy Manual.

We are a Child Safe Organisations

Djirra is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Djirra is subject to a satisfactory Australian Criminal History Check and an *Employee Working with Children Check* (in Victoria).

An International Police Check will also be required if you have resided continuously in an overseas country for 12 months or more in the last ten years.

Other important information

Djirra’s employees and volunteers are required to adhere to relevant policies and procedures including, but not limited, to:

- Code of Conduct Policy
- Occupational Health and Safety Policy
- Social Media Use Policy
- Privacy Information Policy
- Conflict of Interest Policy
- Volunteer Policy

Information about these policies is contained in Djirra’s Human Resources Policy Manual.

All Djirra workers - including employees, volunteers, contractors, and students on placement - must either:

- be fully vaccinated against COVID-19, or
- hold a completed and signed Australian Immunisation Register medical exemption.

Djirra requires this of anyone who is working remotely or virtually with or for Djirra, as well as those working face to face. This is to ensure we are consistently promoting, supporting, and re-enforcing the importance of vaccination for the communities Djirra works with, and for all our staff.

We require evidence from each person we engage that they meet the requirements.

ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Position Description and have read and understand its contents.

Employee name:		
Employee signature:		Date: / /
Manager’s name:		
Manager’s signature:		Date: / /

HR CHECKLIST

- Return one copy of completed form and any attachments (e.g. current Organisation Chart) to the employee to keep.
- Place one copy of completed form and any attachments on the employee’s Performance File.
- Retain original completed form and any attachments on the employee’s Personnel File.



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