

# Manager, Operations (Castlereagh Industries/Ozanam Industries)

## Position Description

<b>Directorate</b>	Vinnies Services
<b>Reports to:</b>	Commercial Business and Finance Manager
<b>Direct reports:</b>	Coordinator Production
<b>Location:</b>	Australian Disability Enterprise, Coonamble
<b>Primary position objective:</b>	Ensure commercial viability of the business unit through strong and active leadership of the operations team. Provide a consistently high standard of customer service and production quality, ensuring vocational options and opportunities for the employment of people with disabilities.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

### Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Disability and Inclusion:** this team is responsible for state-wide management of excellent disability and inclusion services.

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical Governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Program and Service Quality:** this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

**Service Innovation and Business Development:** this team is responsible for service innovation and business development.

## Accountabilities and responsibilities

The Manager, Operations will:

- Ensure the successful implementation of the Strategic Plan within their directorate.
- Develop and maintain the commercial viability of the relevant business unit(s), and establish best-practice processes, procedures and controls to ensure production and quality control are of a consistently high standard.
- Develop, document, maintain and review/evaluate production management plans and procedures and upgrade systems as necessary to ensure efficient and effective operations.
- Provide professional, prompt services to customers including responding to customer enquiries and correspondence; meet customer delivery requirements and ensure strict quality control standards.
- Maintain high levels of customer satisfaction ensuring any issues, feedback and complaints are dealt with quickly and appropriately.
- Build and maintain strong relationships and partnerships with customers and other key stakeholders, working closely with the Manager, Sale and Customer Relations and the Manager, Commercial Business and Finance.
- Manage the operational Work Plan for the Business unit(s), and ensure that monthly updates are completed and reported.
- Create, monitor and maintain effective operational systems that support staff development, leadership and service efficiency.
- Ensure that the Society effectively safeguards children. Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, NDIS Worker Screening and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Effective, efficient and high-quality processing of orders including planning and reporting, for customers, with high customer satisfaction rates.
- Well organised work-flow systems and logistics planning with evidenced strong communications channels.
- Clearly articulated skills and professional development opportunities are identified that support and enhance the development of all employees.
- Sites are fully compliant with all Work, Health and Safety , and environmental standards.
- P&L accountability, continuous improvement including Lean manufacturing leadership, and effective collaboration on implementation of new products and services.

## Key working relationships

In addition to the Manager, Commercial Business and Finance and Regional Manager, Metro and their direct reports, the Manager, Operations (insert Castlereagh or Ozanam Industries) will foster close working relationships with:

- Regional Managers (Disability and Inclusion and Homelessness and Housing);
- Regional Partners located within their region, including Employment Relations, Work Health and Safety, Learning and Development, Mission and Spirituality and Facilities;
- Manager, Finance, Vinnies Services (Finance);
- SCIS Business Partner (Vinnies Services);
- Manager, Practice and Business Development (Vinnies Services);
- Facilities Coordinator (Finance);
- Safety and Wellbeing Partner (Corporate Services)
- Team Leader, Greene Villa (Vinnies Services - for Castlereagh Industries only)

## Essential criteria

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 3) Manage teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team performance:** (Level 3) Manage and develop individuals and teams to deliver against Society's strategic priorities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working.
- **Financial acumen:** (Level 3) Manage the team's resources, projects and services to deliver positive outcomes within budget.

## Role-specific criteria

- Experience working in a time-driven and commercially sensitive work environment.
- Demonstrated ability to work with, and be sensitive to, the needs of employees who have a disability.

- Sound knowledge of WHS legislation and regulation and their practical implementation in the workplace.
- High level organisational ability, including demonstrated time management skills and the capacity to manage numerous tasks simultaneously with the ability to meet strict deadlines and appropriately prioritise workloads and tasks.
- Ability to provide regular, accurate and useful financial reports for key internal and external stakeholders.
- Demonstrated experience in maintaining and establishing strong relationships and partnerships with customers, suppliers and other key stakeholders.
- Proficient computer and keyboard skills and demonstrated capacity to use the MS Office suite including Excel, Word and Outlook.
- Higher level written and spoken communication skills demonstrating an ability to communicate with internal and external stakeholders and community members from a range of backgrounds, needs and experiences
- Ability to work both independently and as part of a team.

## **Desirable criteria**

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Minimum certificate IV in Human Services Sector or equivalent or a willingness to obtain alongside experience in the disability services sector, packaging or related field.
- Broad understanding of the Disability Services Act 1986 and the National Standards for Disability Services.
- Proficiency with WMS Warehouse Management Systems.