



POSITION DESCRIPTION

POSITION TITLE:	Operations & Compliance Manager
REPORTS TO:	Executive Officer (EO)
FUNCTIONAL RELATIONSHIPS:	Management, staff External- Service Providers, community members, community agencies
REMUNERATION:	Social, Community, Home Care and Disability Services Industry Award 2010. Level 6.1 Full-time position Fixed term February 2023 to December 2023.

ORGANISATIONAL BACKGROUND

The organisation, which helps settle new migrants and refugees into the area, has been known as the Sunraysia Advisory Group, Sunraysia Ethnic Communities Council and Northern Mallee Migrant Services before reaching the current title. The initial group, Sunraysia Advisory Group, was formed on March 29, 1979, after heavy downpour ruined many of the grape vines the area is known for. Migrants from Croatia, Greece, Italy and Turkey (naming just the majorities) did not know who to turn to for assistance; so, through contact with the Mayor at the time and other Councilors the different ethnic groups decided one large cohesive group needed to be established to help combat the issues that migrants faced.

The Board of Management is made up of highly qualified businesspeople from the Sunraysia area as well as members of different cultural groups who are a vital part of the Mildura community.

POSITION OBJECTIVE

The purpose of this role is to provide high level administrative and operational assistance for the organisation and Executive Officer.

KEY RESPONSIBILITIES AND DUTIES

- Source suitable funding opportunities from public sources, and private foundations.
- Compile data, apply for grants, in consultation with the EO.
- Research, collect and analyze data and other information to prepare reports and documents.
- Develop new policies identified by the Risk Committee and implement them.
- Review and oversee organizational policies.
- Communicate all policy and procedure requirements to SMECC staff.
- Responsible for broader SMECC operational duties including vehicle fleet management, building and asset management, venue usage, Reception, security and maintenance. Includes liaising with SMECC Member groups and tenants.
- Management of all Workplace Health, Wellbeing and Safety policies, procedures, incidents and mandatory requirements. Includes Emergency Management and response.
- Organise staff training and development as per mandatory and best practice requirements.
- Liaise with Senior Management and advise on best practice and compliance.
- Maintain regular communication with the EO.
- Assist in SMECC programs and other activities consistent with level of skill and knowledge, upon request of the EO.

DELEGATED AUTHORITY AND ACCOUNTABILITY

- Carry out a function or duty as delegated by the EO.
- The incumbent is expected to work with limited supervision.
- The incumbent works in accordance with the values of SMECC and support core business by providing service, guidance and advice within this position's specialty area.

QUALIFICATIONS/SKILLS/COMPETENCIES

- Proven experience as an executive administrative assistant or higher position.
- Detail oriented and able to interpret results in written form.
- High-level verbal and written communications skills.
- Ability to work independently.
- Demonstrated ability and experience in managing stakeholder relationships, including leading partnership building with stakeholders.
- High-level time management skills and experience in effectively problem solving, coordinating multiple activities/priorities in pressure situations.
- Working knowledge of policies and procedures.
- Ability to write and source policy and procedures.
- High level of Workplace Health and Safety knowledge and procedures.
- Ability to undertake research, analyze data and prepare submissions and or applications.
- Experience writing MOU's and other organizational documentation.
- Tertiary qualification desirable but not essential: Business, Community Services or Communication.
- Ability to develop processes, write and review policies, procedures in accordance with relevant legislation.
- Ability to analyze data/information from websites and interpret into written submissions/applications.
- Excellent knowledge of MS Office.

KEY SELECTION CRITERIA

- Evidence of Tertiary qualifications/and or experience in a similar role
- Experience writing and implementing policies and procedures
- Experience ensuring the Workplace Health, Wellbeing and Safety standards are met
- Experience managing people and day to day operations within a workplace
- Ability to work to strict deadlines in a high paced environment

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The work environment characteristics and physical demands representative to successfully perform the essential functions of the role:

- Regularly required to, stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone
- Specific vision abilities required by this job include close vision requirements due to computer work
- Ability to sit at a computer terminal for an extended period.

ADDITIONAL CONDITIONS OF EMPLOYMENT

1. A current full driver's license is required. Proof of this is to be supplied on commencement and/or a VicRoads form "*Consent to Release information from VicRoads Records*" will be completed.
2. Pre-employment checks including proof of identity, qualifications and two referees are required. The successful applicant will be required to undergo a criminal records check.
3. A medical declaration maybe required which would require the incumbent to attest to their ability to meet the physical demands and perform the tasks outlined in this position description.
4. Work is general within regular business hours but may be required to work out of office hours in any depending on the situation and activities planned.

5. Variations to statement of duties: The details of the statement of duties may be varied from time to time by SMECC Management to meet organizational requirements. Any variation shall be done so in consultation with the position incumbent.
6. All SMECC staff are required to work in a manner which is consistent with its HR Manual, Code of Conduct, all policies and procedures, external legislation, and to constructively support the organization with continuous improvement progresses in these areas.
7. All SMECC staff are required to work in a manner which demonstrates; confidentiality, cultural sensitivity, inclusion, empathy, and non-judgment for those we support. This is to help ensure services are provided and managed efficiently, effectively, and equitably.

OCCUPATIONAL HEALTH & SAFETY:

Employees will:

- Take reasonable care of their health and safety
- Take reasonable care of the health and safety of persons who may be affected by their acts or omissions in the workplace
- Cooperate with their employer with respect to any action taken to comply with the requirement imposed by or under the Act or Regulations
- Work in a safe manner and adhere to all safe working procedures and practices
- Encouraging others to work in a safe manner
- Participate in a consultation process ensuring discussion, sharing, and recording of relevant OH&S information
- Report of all workplace injuries or incidents to your supervisor and complete the incident/injury report form at the time of the incident
- Report or rectify any unsafe acts or conditions that come to their attention
- Be responsible for the correct use and maintenance of appropriate safety clothing and personal protective equipment as required
- Participate in OH&S training and activities in a positive manner