



Women's Health in the South East

Job Description

Job title:	Manager Business and Operations
Reporting to:	CEO
Salary:	Social, Community, Home Care and Disability Services Industry Award 2010 (Social and Community Services Employee) Level 8.1
Hours:	Permanent Ongoing Fulltime – 38 Hours per week
Location:	Women's Health in the South East Level 1, 70 St Kilda Road St Kilda.
Direct Reports:	Finance Lead, Communications Lead, Governance and Administration Support Officer

About Women's Health in the South East (WHISE)

WHISE is one of 12 Women's Health Services that since 1988 have been a key part of the Victorian preventative health infrastructure. These services are providers of gendered health promotion and primary prevention that collectively share a range of priorities. Funded through the Victorian Government, the Victorian Women's Health Services:

- Advocate for the wellbeing of all women across Victoria
- Promote good health and wellbeing to Victorian women
- Apply an expert intersectional gendered lens to health issues and systems to improve outcomes for women.
- Prevent the underlying causes of ill-health and harm for women in Victoria



WHISE works across 10 local government areas from South Melbourne down to the Mornington Peninsula and east to Casey and Cardinia. Our area of work is the Southern Metropolitan Region and is one of the most diverse and expanding regions across Australia.

WHISE proudly works in the South East Region of Melbourne to create equity by learning, educating and advocating for all women. We create positive and productive relationships based on understanding and evidence with leaders, individuals, communities and organisations in our region

Our **operating principles**:

- We are collaborative and innovative
- We seek to create long term change to improve the lives of all women in our region
- We are curious and seek to constantly learn to improve our practice

Our **Values** are: Learning – Innovation – Collaboration – Integrity - Leadership

WHISE is an Incorporated Association in the State of Victoria (A0026387C) and a registered Charity with the Australian Charities and Not for Profits Commission. WHISE has an equal opportunity exemption and applications for this role and as such this position is open to applicants who identify as women.

Purpose of the position

This role has broad direction and exercises managerial responsibility to effectively run the WHISE Business Operations. Reporting to the CEO, this role works with and manages their team, to ensure the smooth running of finance, communications and marketing (including membership) HR, IT functions, asset management, and governance secretariat of WHISE.

The role has accountability for resources and budget associated with this area of the WHISE business and is required to work collaboratively across the whole organisation to realise the mission of WHISE and, its goals. From time to time this role may be required to represent WHISE



at events that relate to the business operations of WHISE such as the AGM and meetings in relation to improving the business operations of a Women's Health Service.

Responsibilities and KPI

Business Management

Under the direction of the CEO, lead the organisation's finance and governance operations to ensure that WHISE complies with all legislative and regulatory requirement and, support the finance team to deliver accurate and timely financial reports; facilitate the running of the WHISE Annual General Meeting in accordance with statutory requirements and the WHISE constitution including implementing any directions of the WHISE Board about the AGM process

Work collaboratively with the Finance Lead to ensure accounting procedures and financial risk management controls are monitored and reviewed in line with industry practice and recommend appropriate enhancements to the CEO; maintain current insurance program to mitigate risks to WHISE in accordance with policy, procedures and the WHISE Risk Register.

In collaboration with colleagues, facilitate the development of the annual budget with Finance Lead, and under the direction of the CEO the production of the annual business plan; Under the leadership of the CEO, support the Finance team to deliver the annual audit and, with the communications lead, the delivery of the annual report

Ensure that WHISE complies with all human resource legislative and regulatory requirements; work in collaboration with management colleagues and CEO to lead onboarding and induction of new staff and volunteers; in collaboration with management, and under direction of the CEO lead the recruitment of staff and volunteers; Oversees the currency of HR policies for WHISE and when required, provides support and collaborates with the CEO to implement procedures in relation to employee grievances and complaints;



Oversee and ensure implementation of annual program of policy and procedure review including working with Governance support to secure approval of reviewed and/or new policies through the WHISE Board

Provide recommendations to the CEO and to management colleagues to improve the business operations and procedures of WHISE

Oversee the maintenance of the WHISE compliance register including items related to reporting and acquitting to funding bodies

Key Performance Indicators:

1. Accounting policies and procedures are adhered to, and governance and funding requirements are met and complied with

Measure: WHISE compliance register is up to date and all items acquitted on time

Measure: WHISE HR Records and protocols comply with legislation and regulation inclusive of payroll and awards

Measure: In collaboration with the CEO, the annual Board program of work including delivery of audited accounts, annual report and production of annual business plan and budget are delivered on time and as agreed.

Measure: WHISE holds AGM in accordance with our constitution with all reporting requirements met to regulators including ACNC and Consumer Affairs VIC on time

2. Continuous improvement of and adherence to WHISE processes and policies

Measure: A program of policy and procedure review is designed and implemented inclusive of approvals through the WHISE Board; staff have working knowledge on any new supplier arrangements in a timely manner post review and approval

Measure: Quality checks of the effectiveness of WHISE policies and procedures occur regularly with improvements identified incorporated into the program of continuous improvement for our policies and procedures

Operations Leadership



Lead and manage the day-to-day operations of WHISE for the smooth running of WHISE systems and operations; oversee the maintenance of WHISE property and assets including but not limited to rental agreements, asset register and licences

Lead and coordinate the introduction of new technology, software upgrades and enhancements, ensuring that staff are adequately trained when improvements are introduced

Manage third party suppliers to maximise return on investment and, to ensure that WHISE receives the best service and support for all areas of WHISE operations; Manage service provider contracts for WHISE and supervises the maintenance of WHISE contract register

Provide management support to the Communications team to ensure that communication needs and support are provided across WHISE in a timely manner and in keeping with WHISE policy and procedure; manages the workflow and requests made to the Communications team

Manage the implementation of annual program of events under the communication and marketing team, including the annual days of recognition, production of reports and communication materials, events and campaigns

Oversees and facilitates implementation of policy and procedure in relation to client/customer/member complaints

Acts as the WHISE Privacy Officer

Acts as the WHISE COVID Marshal

Key Performance Indicators:

1. Effective services and support are provided by third party suppliers to WHISE
Measure: Minimal down time of staff due to outages/issues associated with supplier services and quality of services
Measure: Timely resolution of IT issues and outages with minimal interruption to WHISE work;



Manage: New suppliers and services/products are introduced effectively to WHISE including ensuring that any training and information on new procedures and policies is rolled out across WHISE: staff have working knowledge on any new supplier arrangements in a timely manner

Measure: Contract register is current and accurately reflects the licences and services procured by WHISE to support effective management of suppliers

2. Communications and Marketing Team deliver services to WHISE staff and, when required external stakeholders, in a timely manner and to high quality standards making the best use of available resources

Measure: Tasks and activities made of the Communications and Marketing team are recorded and delivered in a timely fashion, and to the requirements requested; wellbeing and professionalism of the team is supported

Measure: Communications and marketing activity is delivered on budget as per the annual business plan and budget

Measure: Annual membership drive and program of member recognition is successfully implemented annually; membership numbers of WHISE increase

3. Customer complaints, concerns, and requests with regard to WHISE privacy policy and matters relating to safe management of staff health and wellbeing are addressed

Measure: Timely response to queries and matters raised in relation to WHISE Privacy Policy

Measure: Customer complaints against WHISE staff and work are addressed in accordance with WHISE policy and procedure

Measure: Occupational Health and Safety Protocols and Policy is maintained across the organisation with incidents recorded and addressed in a timely manner

A. Leadership and Management; Planning and Reporting



Be accountable for the distribution and implementation of the WHISE budget as it relates to the work of the WHISE Business and Operations Team. Work in collaboration with M, Manager Women's Health and Wellbeing, Manager of Gender Equity and Capability, and CEO to ensure WHISE is fulfilling its obligations to funders, to its members, community and in keeping with its mission and goals.

Monitor performance and coach for success

Model, follow and monitor adherence to Occupational Health and Safety practices and policies and perform all duties in a manner that ensures personal health and safety of self and others.

Seek to consistently improve and develop the practice of staff by planning, encouraging, and monitoring the take up and use of professional development activity including staff involvement in relevant communities of practice.

Key Performance Indicators:

1. Successful implementation of all plans under the Business Operations purview – delivered on time and on budget.

Measure: 90% of annual work plans as designated in the WHISE business plan are developed and implemented to budget and time

Measure: Budget allocation for the Business Operations team is adhered to (-5%)

2. Staff are retained and team reports high level of support for organisational culture and its work . Occupational Health and Safety risks are mitigated and staff report that they feel they have safe working environment

Measure: Minimal time with staff vacancies in Business and Operations team

Measure: No days lost due to breaches/risks of OH&S practice

Academic and trade qualifications

Essential qualifications

- Relevant tertiary qualifications in business, business management and/or equivalent

Desirable qualifications

- Qualifications in community engagement and/or development

Work experience and skills

Essential experience

- 5 years experience in managing business operations with experience of managing diverse teams
- Demonstrated business acumen derived in a high paced environment
- Demonstrated significant working knowledge of supplier management, including managing IT/Technology services, implementation of new policy/procedures and suppliers/tools in similar organisations
- Working knowledge and experience of overseeing and supporting Communications and Membership functions and teams
- Experience in providing secretariat services to Boards of Governance including knowledge of governance compliance obligations of Not for Profit organisations
- Experience in providing advice to leadership on opportunities to improve policies and procedures to improve impact and effectiveness
- High level capacity to communicate verbally and in writing
- Capacity and experience of working and supporting small teams to improve organisational capacity and business operations to deliver to a strategic plan and mission
- Experience in working for not for profit and/or government funded organisations that run programs in community



Desirable experience

- Knowledge of gender equity, health promotion and the social determinants of health
- Working knowledge of Southern Metropolitan Region of Melbourne inclusive of the public health and community services sector

Personal qualities and behavioural traits

Essential qualities or behaviours

- Approach to working and leading teams that is collegiate and collaborative
- Willingness to lead teams and when required “roll sleeves” up to get activities done
- Reputation as an enabler and as a person who seeks to support the strengths in others
- Tolerance and adaptability to work in an environment that evolves at the pace of government policy and community need
- Practices intersectional feminism and commitment to gender equality in the community
- Demonstrated qualities in line with WHISE values

Desirable qualities or behaviours

- Knowledge of the Southern Metropolitan Region of Melbourne
- Lived experience of inequity as it impacts women

Requirements for the Role

Persons in this role must have permission to work in Australia and have a current driver’s licence.

CEO signature:



Performance review period: Annually

Next review date: January 2023