



## JOB DESCRIPTION

<b>Job Title:</b>	Director of Operations
<b>Job Type:</b>	Full- time
<b>2021 Salary Range</b>	\$142,594 - \$155,417
<b>School/Entity:</b>	NT Christian Schools Systems Office
<b>Responsible to:</b>	CEO
<b>Direct Reports:</b>	Systems Office Managers of Finance, Facilities, HR, ICT and Communications
<b>Date:</b>	November 2021

### Introduction:

All people who work for the NT Christian Schools are expected to have a clear understanding of, and unqualified commitment to, its biblical basis, the What We Believe statement. They should act in the work place and in other areas of life in ways that are consistent with that basis. Acknowledging that all people are fallible, and that good can ultimately only come from God, staff members are expected to be committed to Jesus Christ and ought to serve and love one another as Christ loves them.

### General Expectations:

The organisation's vision is to be a Christian community learning together to live life as God intended, offering hope for the world. Work in the organisation and in its educational communities involves serving and supporting those people for whom the organisation exists, namely students, trainees, their parents and communities. Each employee is expected to work as a member of a team pursuing this core function: serving and supporting each other in the tasks to which God has called them. The organisation and its educational communities have expectations of mutual love, service, trust, acceptance, patience, forgiveness and support.

Each staff member is expected to contribute positively to the maintenance of a pleasant, purposeful, productive and safe workplace. The organisation expects its employees to be generous, open, work as a team, effective, efficient, attend to detail and contribute to pleasant and positive working relationships.

### Primary role:

The Director of Operations will report to the Chief Executive Officer and have proven senior management experience in a highly dynamic setting. Your organisational, communication, and leadership skills are second to none and you enjoy developing solutions that push innovative boundaries. You'll work closely with board members, executives at systems office and across to the breadth of programs and services offered through NT Christian Schools, strategise and develop long-term plans that usher in new levels of excellence, performance, continuous improvement and accountability at NT Christian Schools. The position is responsible for managing the macro financial, property, informational technology, human resources, communications and marketing, and community engagement functions.

## **Specific Responsibilities**

- Collaborate with executive-level management in the development of performance goals and long-term operational plans
- Maximise efficiency and productivity through extensive process analysis and interdepartmental collaboration
- Set strategic goals for operational efficiency and increased productivity
- Work with finance manager in the development of financial and budgetary plans
- Analyse current operational processes and performance, recommending solutions for improvement when necessary
- Develop, implement, and monitor day-to-day operational systems and processes that provide visibility into goals, progress, and obstacles for our key initiatives
- Build and maintain relationships with all department managers, school Principals, Board Members as well as external partners to make decisions regarding operational activity and strategic goals
- Plan, monitor, and analyse key metrics for the day-to-day performance of the operations to ensure efficient and timely completion of tasks
- Devise strategies to ensure growth of programs organisation-wide, identifying and implementing process improvements that will maximise output and minimise costs
- Uphold organisation policies and standards, ensuring legislative regulations are followed
- Work closely with Human Resources to lead the personnel management of the organisation with integrity, clarity, consistency, compliance maintain a trusting, inclusive, and productive environment
- ICT - Oversee the organisational goals and policies by supporting ICT activities and project costs effectively and consistently across all our campuses
- Facilities - Work closely with the Facilities team, ensuring decisions are based on needs, strategic direction and budget concerns while meeting the legal requirements of the various building codes in the NT
- WHS/Risk – Ensuring all activities remain compliant
- Communications - Maximise opportunities for consistency across all projects and schools
- Work with the Communications Manager in articulating and defining methods and procedures

## **Criteria:**

- Demonstrate an active Christian commitment
- Ability to reflect the Christian faith underpinning of NT Christian Schools in every aspect of operation
- Business, Accounting (or equivalent) tertiary qualifications
- Minimum three years senior leadership role in the field of Christian Education or other complex not-for-profit environment, with proven experience in leading and managing large volumes of an organisations operations, including the ability to understand and manage complex statutory and regulatory requirements.
- Supervisory and leadership experience, leading and managing a multi-disciplinary team (minimum five years).

- Demonstrated skills in active listening, service orientation, verbal and written communication, critical thinking and problem solving, time management, negotiation, entrepreneurship and governance
- Demonstrate the ability to work and oversee the operations across a wide variety of locations and services across the NT.
- Superior knowledge of multiple operational functions and principles, including finance, customer service, production, and employee management
- Proven ability to plan and manage operational process for maximum efficiency and productivity
- Ability to streamline and implement new structures and roles that create speed and efficiency.
- Strong working knowledge of industry regulations and legislative guidelines
- Experience with budget and business plan development
- Demonstrable experience in coordinating, working with and reporting to enterprise risk management frameworks and objectives
- Proven ability to develop innovative solutions for increased productivity
- Superior negotiation skills in both internal and external settings
- Strong working knowledge of data analysis and performance metrics; in addition, perform skills, and abilities with Microsoft Office software, Adobe Acrobat, Zoom Meeting software, and other Social Media web platforms.
- Demonstrate trust, openness and respect when dealing with people.
- Ability to demonstrate compassion and integrity in approach to work and people
- Ability to manage up and hold management team to account as required
- Self-motivated and proactive with the ability to identify issues and problem solve
- Some out of hours administrative support will be required

This position is based at our System Office located in Berrimah Northern Territory. There is no better place to experience life, adventure and a calling than tropical Darwin.