



POSITION DESCRIPTION

Position	OPERATIONS MANAGER
Location	Vic-Tas Region, Regional Officer Hawthorn East
Reports to	Regional Leader
Direct Reports	3
Employment Type/Term	Fulltime, permanent
Date	March 2025

ORGANISATIONAL CONTEXT:

The Sisters of Saint Joseph of the Sacred Heart (SOSJ) continue God’s mission by immersing themselves in the midst of life to empower others and bring hope. Education, in its broadest sense, remains their main work. Founded in 1866, the organisation operates as a registered charity with central offices in Sydney, Regions in Australia, New Zealand, Ireland and a presence in some other countries.

The Congregation is governed by the Congregational Leader and her Leadership Team. Each region is led by a Regional Leader supported by her Leadership Team. The Congregation’s Leadership team is assisted in its administration by the Central Administration Services (CAS) Team located in North Sydney.

The local communities in Victoria and Tasmania became a Region of the Congregation in March 2013. The sisters in Tasmania were the first of the Federation Congregations to fuse with the Sisters of Saint Joseph of the Sacred Heart on May 24, 2012. Mary MacKillop was born in Victoria in 1842 and the sisters’ motivation for mission is enriched by this heritage. Julian Tenison Woods was a much-admired missionary and keen spokesperson for the environment during his years in Tasmania.

We value, respect and are committed to the safety of all people. We have a zero tolerance for adult and child abuse or mistreatment. All employees have a responsibility to commit to a culture of safeguarding. This includes completing safeguarding induction training and possibly ongoing safeguarding training.

ORGANISATION CHART:



BASIC ROLE PURPOSE:

The Operations Manager is responsible for managing the administrative services, finance, support services, property, and facilities. The Operations Manager ensures that adequate support is provided to the Sisters in the Region. As part of the role, the Operations Manager is responsible for the management of administrative and wellbeing support staff in the Regional Office, the Cook in Yarraville and liaises with the Archivist Vic-Tas to foster collaboration and support to all lay staff in the Region.

KEY ROLE ACCOUNTABILITIES:

In carrying out the role, the Operations Manager is required to meet the following key requirements:

1.0 Ethos and Mission

- 1.1 Uphold, through word and deed, the ethos and mission of the Congregation of the Sisters of Saint Joseph.
- 1.2 Ensure work activities are in accordance with the ethos and mission of the Sisters of Saint Joseph.
- 1.3 Demonstrate a commitment to a deepening understanding of the spirit of the Congregation of the Sisters of Saint Joseph.
- 1.4 Actively support the Sisters of Saint Joseph and their Mission.
- 1.5 Establish and maintain harmonious working relationships with colleagues and Sisters in the Congregational Administration Services team and regional offices.
- 1.6 Contribute to a climate of hospitality and welcome.

2.0 Position Responsibilities

The responsibilities of the Operations Manager consist of, but are not limited to:

2.1 Finances

- In consultation with the Regional Leadership team, prepare the annual budget, monitor expenses, variances and forecast processes for the Region.
- Oversee reporting of Centrelink pension payments.
- Seek approval of invoices and enter them into the accounting system ensuring timely and accurate processing of all transactions and incoming invoices into GreenTree for payment by the CAS Finance team.
- Undertake banking including donations, payments for services and other monies received.
- If required, support Sisters with MyGov accounts and health fund queries.
- Ensure that Centrelink agreements for all Regional Sisters are in place with all requirements fulfilled.
- Liaise with Regional Leader and Congregational Financial Administrator regarding Sister's patrimony when applying for a pension.
- Review and approve Credit Card transactions made by Staff and refer issues to Regional Leader.
- Manage the Regional Cab charge account

2.2 Property, Facilities and Fleet Management

- Manage and administer Regional motor vehicles including fleet cards, monitor car usage, insurance claims, annual renewals and provide advice to the Regional Leadership Team regarding the need to sell or replace vehicles in line with Congregational Policy.

- Oversee reactive and proactive property and maintenance issues of Regional properties, including essential building services, repairs, management of external contractors, compliance, site security, undertake regular inspections, complete safety audits, and recommendations regarding specific maintenance and refurbishment needs.
- Regular review of all maintenance contracts to ensure that agreed services are in place, compliant, value for money and support the needs of the Region.
- Attend body corporate meetings with the Congregational Property Services Manager also in attendance if possible.
- In consultation with the Regional Leadership Team, assist Sisters in finding new rental properties or terminating leases, arranging suitable furniture/household goods from storage and/or purchase and arrange for transfer of furniture etc.
- Liaise and work closely with relevant other Congregational staff regarding property (Congregational Property Services Manager) and fleet management (NSW Business Manager) matters.
- Ensure that the IT needs of staff and Sisters in the Region are met.
- Set up of new technological equipment including computers, laptops, iPads and phones for Sisters and staff.
- Escalate any IT issues to the IT Support provider if required and act as the first point of contact for IT Support providers.
- Manage Regional utilities accounts, including arranging new services and disconnecting of services that are no longer required.

2.3 People management

- Provide supervision and mentor direct reports and coordinate work activities.
- Liaise and effectively communicate with the Well Being Support Worker to ensure that adequate administrative support is provided.
- Ensure that time sheets, leave entries and performance reviews are processed as required.
- Provide and/or arrange appropriate training for staff and maintain training records.
- Liaise with and/or seek advice from CAS Manager People and Culture if required for discussion and advice on HR and/or industrial relations matters.
- Monitor the quality of work performed by all staff and follow-up issues as appropriate.
- Ensure and oversee the induction of new staff in Congregational policies and procedures and ensure ongoing awareness and living out of the Congregational Code of Conduct, the National Integrity in the Service of the Church requirements and the Congregational Safeguarding of Children and Vulnerable Adults Policies and Procedures.
- Arrange staff meetings.

2.4 Work Health and Safety and Risk Management

- Ensure that all work, health and safety and risk management matters are adequately managed for the Region, including but not limited to emergency evacuation procedures, compliance, first aid training, testing of emergency equipment and testing and tagging of appliances.
- Monitor and follow up on any actions from the Regional risk register.
- Ensure that Risk Owners are aware of their responsibilities and are taking appropriate actions to reduce/mitigate risks.

3.0 Values

- 3.1 Actively contribute to meetings.
- 3.2 Contribute to effective communication within the Region, with CAS and the other regions.
- 3.3 Demonstrate loyalty to professional colleagues.
- 3.4 Maintain confidentiality of Congregational information in accordance with policy and employment contract obligations.
- 3.5 Actively demonstrate behaviours consistent with the SPIRIT values (Supportive, Positive, Inclusive, Respect, Integrity and Trust).

4.0 Quality Administration

In consultation with Regional Leader or Delegate:

- 4.1 Establish and maintain performance standards for relevant administrative functions.
- 4.2 Provide regular reports and updates to the Regional Leadership Team as required.
- 4.3 Respond to feedback on improving processes and procedures.
- 4.4 Maintain administrative accuracy and due attention to detail.

5.0 Professional Development

- 5.1 Evaluate personal and professional performance and undertake personal and professional development activities.
- 5.2 Evaluate the performance of direct reports and ensure that approved personal and professional development activities are undertaken (if applicable)
- 5.3 Participate in the performance review/feedback process

6.0 Work Health Safety (WHS)

- 6.1 Maintain duty of care of own health and safety and all others in the workplace.
- 6.2 Comply with workplace WHS policies, procedures and protocols.
- 6.3 Report workplace hazards and risks to employer.
- 6.4 Undertake WHS training as required.

7.0 Other

- 7.1 Engage in other duties commensurate with skills and experience and within the scope of this role.
- 7.2 Follow legal requirements and Congregational policies and procedures.

8.0 Key Performance Indicators

Function	Performance Indicators
1. Ethos and Mission	Evidence of active support for the work of the Congregation and its Mission
2. Role responsibilities	Evidence of effective and efficient management and oversight of all areas of responsibility. Effective relationships developed and maintained. Ensure that the needs of the Region and Sisters are met.
3. Service and teamwork	Evidence of service delivery to agreed standards and positive feedback from stakeholders received.
4. Contribution to culture and values	Evidence of effective collaborative, professional relationships and communication within team and regions.
5. Quality administration	Evidence of timely and accurate documentation and records
6. Professional development	Evidence of engagement in appropriate professional development and application to role

9.0 Qualifications, experience and competencies

- 9.1 Formal qualification and/or equivalent experience in a comparable role.
- 9.2 Demonstrated experience in management people and resources.
- 9.3 Demonstrated experience in basic financial management.
- 9.4 Demonstrated experience in managing property and facilities matters
- 9.5 Evidence in management of work, health, and safety matters.
- 9.6 Experience with providing professional event services.
- 9.7 Evidence of effective engagement with a range of stakeholders.

Incumbents in this position will be required to consent to a National Criminal History Check or hold a State based Child Compliance Check in line with our Compliance Check Policy and be vaccinated as per our Vaccinations Policy.

I confirm that this position description is an accurate reflection of the responsibilities of this position:

Aue An An Luinnes RSI

 Manager
 Regional leader

11 March 2025

 Date

