

# Operations Lead



Position Description	
<b>Job Title:</b>	Operations Lead
<b>Purpose:</b>	The work of Seed has grown to a point where we require a dynamic and committed person to develop and lead Seed’s operational capabilities. The Operations Lead will enable the scale required to achieve Seed’s mission to grow Christians for redemptive impact in society.
<b>Reports to:</b>	CEO
<b>Key Relationships:</b>	Internal: CEO, Board, Communications & Marketing Manager, Supporter Engagement Manager, Director of Consulting, Director of Formation External: CRM consultant, system providers, donors.
<b>Supervises:</b>	To be determined
<b>Position Type</b>	This is a long-term contract position. Initial contract to end of 2022, with review and option to extend.
<b>Hours per Week:</b>	To be determined. There is some flexibility to create a role anywhere between 3-5 days/week, dependent on the experience and circumstances of the applicant.
<b>Remuneration Level:</b>	To be determined
<b>Location:</b>	Crows Nest, NSW
Main Activities	
<p>The Operations Lead is the key internal focused role at Seed, enabling the team to perform and function as well as possible to enable effective service of our clients and partners.</p> <p><b>System/Process Development</b></p> <ul style="list-style-type: none"> <li>• Design systems (IT, Sales, Project Management) to enable scale</li> <li>• Support team to implement processes that maximise the effectiveness of systems for scale – training &amp; continuous improvement</li> <li>• Continuous improvement of systems</li> <li>• Continuous improvement of Seed’s CRM in line with Seed’s developing organisational strategy – enabling effective implementation of Seed customer journeys.</li> </ul> <p><b>People &amp; Culture</b></p> <ul style="list-style-type: none"> <li>• Oversee HR systems, ongoing policy development and implementation</li> <li>• Manage staff review processes in partnership with other managers</li> <li>• Facilitate regular team rhythms for meetings, formation &amp; development that develop our desired culture and actualise our values into behaviours.</li> </ul>	

## Growth & Sustainability

- Work alongside the CEO to develop annual strategies to operationalise the strategic plan and drive growth
- Work alongside the CEO to grow the financial model of the organisation towards growth and sustainability, with a dual focus on growing:
  - Seed’s consulting work (in partnership with the Consulting Lead) and;
  - Seed’s fundraising (in partnership with the Supporter Engagement Manager)
- Oversight and continuous improvement of financial processes

## Governance & Reporting

- Oversight of compliance and policy development, supporting CEO to keep all relevant policies and insurances up to date and in line with regulations
- Support CEO and team to develop/enhance processes for monitoring data
- Support Research and Impact Lead from a systems point of view to gather and analyse data for effective reporting on evidence of impact
- Support Communications Manager in the development of relevant reports for the Board, donors and other stakeholders

## Employment Criteria

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of organisational management/business administration</li> <li>• Understanding of IT systems and stacks</li> <li>• Understanding of data management and CRMs</li> <li>• Understanding of financial management systems and processes</li> <li>• Understanding of fundraising strategies and systems</li> <li>• Understanding of the Australian church &amp; NFP landscape</li> </ul>
<b>Ability</b>	<ul style="list-style-type: none"> <li>• Excellent team leadership and/or management skills</li> <li>• Excellent interpersonal skills</li> <li>• Manage complex collaborative projects and processes</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrated capacity to manage a community of highly capable stakeholders toward a common purpose</li> <li>• Demonstrated experience driving operational priorities to achieve strategic goals</li> <li>• Demonstrated experience helping a team implement processes leading to increased efficiency and growth</li> <li>• Demonstrated capacity to increase efficiency, automation and streamlining of processes in a team environment</li> <li>• Demonstrated capacity to grow revenue in a sales and/or fundraising environment</li> </ul>
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in a relevant field (management, design, I.T., theology, development, sociology) desirable but not required</li> </ul>
<b>Attitudes and Values</b>	<ul style="list-style-type: none"> <li>• Commitment to the Biblical Christian ethos, values, vision and mission of Seed Initiatives</li> <li>• Ability to work in a flexible and agile team environment</li> </ul>

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	<ul style="list-style-type: none"><li>• Commitment to serving a team to maximise their collective mission</li></ul>
General Notes	
<p><b>Workplace Health and Safety and Equal Employment Opportunity:</b></p> <p>It is your responsibility to take reasonable care for the health and safety of all people within the workplace and for all people who may be affected by your acts or omissions. You will cooperate in implementing WHS legislation and standards.</p> <p>You are also accountable and responsible for helping to develop and ensure compliance with Seed Initiatives policies and procedures designed to eliminate discrimination in the workplace.</p>	
<p><b>Child Safe Organisation:</b></p> <p>Seed Initiatives is committed to being a child safe organisation and all employees will be required to read and understand our child protection policy. Any employees having interactions with children are required to gain a NSW Working with Children Check.</p>	
<p><b>Travel and Out of Hours Work:</b></p> <p>Some out of hours and weekend work is required. Time off in lieu is available for this work.</p> <p>Occasional interstate travel may be required.</p>	