

Director of Operations

Position Description

August 2023



Multicultural Centre for Women's Health is a national organisation led by migrant and refugee women to achieve equity in women's health and wellbeing.

Context

Multicultural Centre for Women's Health (MCWH) is a national, community-based organisation which is led by and for women from migrant and refugee backgrounds. We advocate and educate to strengthen the health, wellbeing, safety and leadership of migrant and refugee women in Australia.

MCWH works together with migrant and refugee women, community organisations, health practitioners, employers, communities and governments to build and share knowledge, achieve equity and improve health and wellbeing for migrant and refugee women.

MCWH is an inclusive, family friendly employer that encourages a healthy work/life balance and offers flexible working hours and the option to work according to a hybrid working model.

Position Objective

MCWH's vision is for migrant and refugee women to be free from all forms of discrimination, to have autonomy over their lives, and experience health equity, well-being and safety in society.

For this vision to be achieved, MCWH needs to be led and managed in a sustainable way.

The purpose of the role of Director of Operations is to oversee and improve MCWH's daily operations, ensuring our organisation is running in a sustainable, impactful, and efficient way.

Leading a team of Finance, Administration, Program Support and Human Resources professionals, the Director of Operations will be focused on bringing our vision to life by helping us improve our day-to-day operations by ensuring our organisation is run in the most strategic, efficient and impactful way possible.

Organisational Relationships

Internal

The Director of Operations reports directly to Executive Director, is a member of the Executive Leadership Team, and manages the Operations Team.

External

Relevant federal, state and local government departments; funding bodies; national, state and regional research; service delivery and policy bodies; media; community organisations; training clients; migrant and refugee women.

Key Responsibilities

Provide strategic financial oversight through:

- the delivery of high-quality strategic, long-term financial planning
- development and implementation of annual budgets
- financial reporting to the Executive Director and the Board

Manage and oversee HR, IT and other administrative and program support functions by:

- developing and implementing an IT strategy
- developing and implementing an HR strategy (including policy and development of our organisational culture)
- oversee administrative and program support policy and procedures

Develop robust and efficient workflow systems and administration practices by:

- developing and maintaining financial management, administration, program support, IT and HR systems
- regularly evaluating the impact and value they provide to MCWH

Collaborate with the leadership team, applying systems thinking and evolving our ways of working by:

- representing your function at leadership team meetings
- regularly reflecting on the impact of your function, finding evidence-based opportunities for improvement
- troubleshooting challenges as they arise

Lead your team in an organised, collaborative and supportive way by:

- coaching and empowering your team
- ensuring collaboration occurs at individual, team and organisational levels
- coaching the team to be agile, pivoting their focus when needed
- finding opportunities for your team to play to their strengths
- encouraging work/life balance and leading by example
- celebrating individual and team strengths and achievements

General Responsibilities

- Represent MCWH externally as required
- Undertake appropriate relationship analysis to inform work priorities
- Other duties consistent with the role and as negotiated with the Executive Director

Selection Criteria

Essential

Technical Requirements & Qualifications

- Relevant tertiary qualifications in financial management
- High level of knowledge and understanding of accounting, financial and risk management systems and practices
- Minimum 5 years of professional experience in a senior finance role, including in staff management
- Experience in the oversight, development and implementation of administration, risk management, HR systems and information management policy and systems
- Confidence with relevant IT systems, including but not limited to Xero and Microsoft Excel

Skills & Attributes

- Excellent team management and team leadership skills
- Experience applying systems thinking and coaching your team to develop their systems thinking
- Extensive problem-solving and analytical skills
- Confidence, ability and capacity to meet regular reporting deadlines
- Advanced general and report writing skills
- Readiness to role model MCWH values and expected behaviour
- Excellent communication and interpersonal skills
- Demonstrated ability to work collaboratively and autonomously within delegated authority

Highly Desirable

- Fluency in a relevant community language

Special Requirements

- Some evening or weekend work may be required from time to time
- MCWH operates according to a hybrid home/office working model

Salary & Conditions

- SCAHDS Award Level 8, pay point 1-3, depending on experience.
- Starting salary range is \$120,338 – 125,061 per annum.
- Salary packaging is available, with a benefit of up to \$6,600 per annum.
- Additional leave entitlements:
 - 5 weeks annual leave for up to 5 years' service and 6 weeks thereafter
 - 3 days ex-gratia leave between Christmas and New Years Day
 - Additional personal leave entitlements

Period of Appointment

This is a full time (38 hours per week) two-year appointment, with the possibility of an extension.

How to apply for this position

In line with the exceptions outlined in the Equal Opportunity Act 2010, Section 28, MCWH actively seeks to employ women from migrant and refugee backgrounds.

MCWH uses the term “women” to be inclusive of both trans and cis women. MCWH welcomes applications from migrant and refugee trans, non-binary, and gender diverse peoples who may not identify as women and who experience gender inequality.

Applications should include the following documents and are due by **5pm, Monday 28 August 2023**:

- A cover letter
- A document outlining how the candidate meets each of the selection criteria
- An up-to-date CV

Please mark your application as ‘Private and Confidential’ and address it to the Executive Director, Adele Murdolo. Please send your application via email to:

Dr Adele Murdolo,
Executive Director
adele@mcwh.com.au

Parisa Shiran, PhD
Executive Assistant
parisa@mcwh.com.au

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