

Job Title	Operations Director	Location:	SA/ACT/VIC/NSW
Team	Operations Team	Position Type:	Full-time
Reports to	Chief Executive Officer		
Direct reports	5		
Primary Job Purpose			
<p>The Operations Director, reporting directly to the Chief Executive Officer (CEO), is accountable for leading and driving the strategic direction of the organisation’s operations, encompassing People and Culture, Operations, Governance and Financial Management. This executive role entails oversight of the Operations Team and the management of key external service providers critical to FARE’s operational success.</p> <p>In addition to these responsibilities, the Operations Director will hold the dual roles of Public Officer and Company Secretary, providing high-level governance expertise in partnership with the CEO and Board Directors. As a senior member of the Leadership Team, the Operations Director will collaborate closely with fellow Directors across Campaigns and Communications, Policy and Research, and Health Programs to ensure alignment with FARE’s goals and objectives.</p>			
Responsibilities			
Operations			
<ul style="list-style-type: none">Lead the ongoing improvement of operational systems and processes to ensure FARE runs efficiently and effectively.Manage and maintain registers of contracts, suppliers, and service providers, ensuring strong relationships are built and sustained.Develop, update, and implement operational policies and procedures to meet the evolving needs of FARE.			
People and Culture			
<ul style="list-style-type: none">Lead the development and implementation of a comprehensive People and Culture strategy that champions FARE’s core values.Design and implement innovative people programs that promote inclusion, diversity, and engagement, creating a workplace culture that values collaboration, personal growth, and respect for all employees.Partner closely with the CEO and Senior Leadership Team to drive organisational transformation, supporting the creation of a resilient and agile culture that adapts to change while fostering excellence.Oversee the full employee lifecycle, from recruitment to career development and exit, ensuring the process is seamless, engaging, and aligned with FARE’s long-term goals.Conduct remuneration benchmarking and provide strategic insights on compensation, benefits, and recognition practices, ensuring that FARE attracts, rewards, and retains our people in a competitive market.Drive a culture of continuous learning and development, ensuring FARE’s people initiatives are not only impactful but also foster personal and professional growth, enabling employees to thrive and contribute at their highest potential.			
Financial Management			

- Provide strategic financial guidance and analysis to the Senior Leadership Team and Board, supporting high-level decision-making and long-term planning.
- Collaborate with the Financial Controller and Accountant to ensure the establishment of rigorous financial controls, including the implementation of effective accounting systems, budgetary controls, and expenditure management.
- Partner with the CEO and Senior Leadership Team to prepare and present annual budgets and financial forecasts that align with FARE's strategic objectives.
- Oversee statutory reporting, including monthly financial updates to the Senior Leadership Team, quarterly reports to the Finance, Audit, Risk, and Management Committee, and annual reporting to the Board.

Governance

- Fulfill the duties of Company Secretary and Public Officer, ensuring compliance with all statutory requirements and regulatory standards.
- Coordinate and oversee reporting to the Board and Board Committees, ensuring transparency and accountability.
- Ensure FARE meets all reporting obligations to the ACNC, ASIC, and other regulatory bodies.
- Maintain and lead FARE's risk Management Framework.

Work Health and Safety

- Ensure compliance with WH&S, both personally and across the organisation, fostering a safe and compliant workplace.
- Maintain accurate WH&S records and registers to ensure ongoing adherence to regulatory requirements.

Strategic Planning and Continuous Improvement:

- Contribute to the development and execution of FARE's strategic and operational plans, measuring success and driving improvements across key performance areas.
- Spearhead continuous improvement initiatives across operational systems, providing value-added analysis and recommending automations to optimize efficiency.
- Take on additional duties as directed by the CEO to support organisational objectives and initiatives.
- Demonstrate a commitment to FARE's values, Code of Conduct, and principles in all aspects of the role

People Management

Financial Controller
Accountant
Executive Support Officer
Executive Officer
Office Coordinator

Capabilities

Qualifications/ Experience	<ul style="list-style-type: none"> • A minimum of 5 years' experience in a similar role. • Relevant tertiary qualifications in HR, Business, Finance, Business Law and membership of professional Accounting and/or financial institutions or equivalent experience. • Experience in a senior management role with a successful track record of managing staff in a not-for-profit (NFP) environment. 		
Knowledge/ Skills	<ul style="list-style-type: none"> • Strong analytical, problem-solving and planning skills. • Strong Project and Contract Management experience driving business improvements. • Proven track record leading, developing, and supporting staff to achieve work targets and objectives efficiently and effectively. • The ability to manage multiple competing tasks across a range of areas. • Strong Financial Management ability and extensive experience in budgeting and forecasting. • Excellent communication skills and the ability to interact across the organisation. • Knowledge of statutory requirements within the community and NFP sector, including knowledge of the ACNC and ASIC requirements. • Ability to mentor, develop and motivate staff. 		
Personal Attributes	<ul style="list-style-type: none"> • Ability to work, lead and make decisions under pressure. • Strong attention to detail. • Ability to manage change and adapt to a changing environment. • Willingness to learn, develop and work collaboratively with a passionate team. • Demonstrated commitment to continuing professional and personal development. 		
Reviewed By:	Ayla Chorley	Date:	1/05/2025
Approved By:	Ayla Chorley	Date:	1/05/2025
Last Updated By:		Date/Time:	