



CHIEF OPERATING OFFICER

POSITION DESCRIPTION

Reports to:	Chief Executive Officer (CEO)
Direct reports:	Director Policy & Projects, Director Communications and Marketing, Director Conferences and Events, Finance Manager, Office Manager
Date:	April 2017

Organisational purpose

We lead, unite and harness the sector's intelligence as the national catalyst for change and innovation in rural and remote health and wellbeing.

Position purpose

The Chief Operating Officer (COO) is responsible for overseeing operational requirements including corporate functions such as budgets and human resources; policy, projects and research; publications, communications and marketing; conferences and events; and management of National Rural Health Alliance staff.

The COO also has responsibility for organisational governance issues, including with the Board, Council of the Alliance, and Members of the Alliance.

The position is responsible for providing direct support to the CEO, providing strategic leadership, and developing (with the aid of economics, analytics and evidence) the Alliance policy positions to inform and influence rural and remote health reform, policy development and implementation.

The COO will deputise for the CEO.

Position Responsibilities

Management

- Contribute to the development and implementation of the National Rural Health Alliance Strategic Plan.
- Assist the CEO in monitoring organisational performance against the Strategic Plan.
- Working with the CEO and staff on individual and team plans to execute strategy, monitor and measure performance.
- Sustain and promote the long-term development of the organisation operationally and strategically.
- Manage Alliance operations by ensuring administration support, Board secretariat, legal compliance, financial management, human resource and risk management are provided at a high standard.
- Assist the CEO with developing good relationships with stakeholders and developing partnerships with other organisations.

- Develop, implement and manage business strategies, plans and budgets to achieve business objectives.
- Mentor and lead staff

Council/Member Engagement

- Provide expertise and support to the CEO for the implementation of Council/ membership programs, including building and managing relationships with members and potential members.
- Develop strategies and mechanisms for engaging the Alliance membership and other strategic partners in developing responses to the priorities of the Alliance.
- Oversee development of task and topic-specific working groups from among Alliance members to focus on high priority policy issues aligned with the strategic plan.
- Consult with members on health policy and/or program matters for the purposes of providing relevant, well-informed information and advice to the Australian Government.

Governance

- Implement good governance practice and oversee compliance with regulatory and legislative requirements.
- Provide advice to Board members and support the effectiveness of the Board.
- Ensure the Alliance complies with legal and regulatory requirements for an incorporated association.
- Ensure statutory and financial records and registers are maintained and relevant notifications provided to regulatory bodies.
- Ensure organisational adherence to the Constitution rules.
- Ensure good governance principles are in place and adhered to, including retention of documents.
- Ensure Board policies and processes are adhered to and meetings are appropriately conducted and minuted.
- Provide advice to the Board and CEO on governance and regulatory matters, and standards of ethical and corporate behaviour.
- Manage annual cycle to monitor Board performance, induct directors, and maintain insurance.

Strategic issues management

- Analyse and monitor developments relevant to the Strategic Plan and advise the CEO on any relevant action required.
- Ensure Alliance staff are informed and understand stakeholder issues and Board priorities.
- Develop alliances and partnerships with other organisations and individuals which contribute to achievement of Alliance objectives.
- Consultation and collaboration with Government/s, Department/s, and relevant associations.

Policy

- Oversee delivery of effective policy, projects and research outcomes.
- Ensure use of economics, analytics, and evidence in development of policies, programs, and advocacy information.
- Oversee delivery of a number of key programs relating to priority areas.
- Provide high level policy advice to government working groups and key health organisations.

- Represent the Alliance at national committees/working parties and other fora as required.
- Develop and implement strategies for increasing consumer and carer engagement with the Alliance.

Communications and marketing

- Support a communications and marketing strategy which engages Council/members at a grassroots level in local communication of key, common messages to garner support for desirable change at community and political levels.
- Ensure alignment of communications and marketing strategies and messages with national advocacy directions.
- Oversee development of key publications, reports and special events.

Financial management and funding

- As delegated by the CEO, oversee the proper financial management of the organisation ensuring all financial controls are in place and adhered to, that financial systems are fit-for-purpose and properly implemented and that the organisation is properly resourced to deliver on the Strategic Plan.
- Work with the Finance Manager to coordinate reports to funding bodies, including ensuring funded projects are appropriately financially acquitted.

Corporate requirements

- Provide internal and external leadership for the Alliance.
- Participate as an effective team member, including assisting other members of the team when required.
- Oversee implementation of appropriate human resource policies and practices.
- Demonstrate a strong commitment to change and a high performing culture, implementing standards of excellence and a continuous improvement business focus.
- Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the organisation's Workplace Health and Safety Policy.
- Reinforce and promote the principles of Equal Employment Opportunity and diversity in the workplace by modelling and ensuring that all employees and stakeholders are treated with dignity and respect.
- Be conversant with policies and procedures relevant to this position and workplace.
- Undertake other general duties as required.

Selection Criteria

1. Leadership and change management competencies and capabilities.
2. Proven track record as a strategic thinker and significant experience in policy formulation and provision of high-level policy advice.
3. Strong governance skills, with particularly strong influencing, negotiation and networking competency.
4. Demonstrated ability to manage meetings, processes, policies and governance of the Alliance's Council and Board.
5. Demonstrated ability to work with and engage members in policy development, projects, program delivery and governance.
6. Excellent organisation and people skills, including corporate management expertise.
7. Knowledge and experience of working with governments and departments.
8. Strong business acumen, commercial and analytical skills.
9. Excellent written and verbal communication skills.

Desirable characteristics include:

1. Experience working in a small team environment with a community based organisation.
2. Knowledge and understanding of the Australian health system including policies and issues relevant to rural and remote health reforms in Australia
3. Knowledge of, and ability to apply, economic concepts and practices in policy and program development.

This is a full time position and will be based in Canberra.

Ends