



POSITION DESCRIPTION

Senior Manager (Operations)

August 2013

Background

The National Rural Health Alliance is Australia's peak non-government organisation for rural and remote health. Its Vision is good health and wellbeing in rural and remote Australia and it has set itself the goal of equal health for all Australians by the year 2020.

The Alliance takes a broad view of health and a long-term view of the development of rural and remote Australia. It supports initiatives that help the diverse communities of rural and remote Australia to be sustainable, healthy and health-promoting places in which to live and work.

The Alliance comprises 34 Member Bodies, each of which is a national organisation with an interest in rural and remote health. Member Bodies include consumer groups, health professional organisations, service providers and representation from the Aboriginal and Torres Strait Islander health sector. Each of the Member Bodies nominates one representative to the Council, which guides the development of the Alliance's views on health policy and advocacy directions. The members of the governing Board are elected from the Council.

The Alliance has a secretariat in Canberra, with an Executive Director who is responsible for upholding the Vision of the Alliance and managing the work of its staff.

The core support the Alliance receives for its work from the Australian Government is testimony of the partnership between the government and non-government sectors that is bringing greater equity and access for rural people.

The Alliance manages the biennial National Rural Health Conference and the Australian Journal of Rural Health, and produces position papers, submissions, media releases and publishes a magazine (Partyline) and electronic newsletters. It is also the national management agency for the Australian Government of the Rural Australia Medical Undergraduate Scholarship (RAMUS) Scheme and Stream 2 of the Rural Health Continuing Education program (RHCE2).

Further information about the National Rural Health Alliance and its work is at www.ruralhealth.org.au

Job Title: Senior Manager (Operations)

Location: Canberra ACT – Deakin

Reports to: Executive Director

Direct reports:

- Office Manager
- IT Manager
- Finance Officer (Part Time)

Key relationships:

- Senior Management Team and staff
- National Rural Health Alliance Board, Finance and Audit Advisory Committee
- Member Bodies, Council, Friends of the Alliance, rural and remote networks
- Department of Health and Ageing (core funding, program funding), other granting bodies, sponsors and funders
- A range of external clients including service providers, contractors and advisers

Purpose of the position

This new role offers an exciting opportunity to be part of the Senior Management Team being formed by the Executive Director to lead the National Rural Health Alliance in work towards its Vision, under the strategic direction of the Board.

The Senior Manager (Operations) is responsible for the overall business and human resource management of the Alliance, providing high level strategic advice to the Executive Director on business and resource planning, financial sustainability and compliance; and for leading the operations team.

During 2013-14, key activities will include working in the Senior Management Team to develop and implement improvements to organisational planning, policies and operational systems; diversify funding sources to improve business sustainability; and implement a new secretariat structure that better equips the organisation to achieve the goals and aspirations of the Strategic Plan 2013-16.

The Senior Manager (Operations) is a full-time, multi-tasking role in a collaborative team environment.

Duties and responsibilities

- Provide high level advice to the Executive Director on strategic planning and business opportunities, risk management and continuous quality improvement.
- Undertake the development, implementation, monitoring and reporting of the Operations Plan to meet the strategic goals and interests of the Alliance.
- Manage all governance arrangements including the Board, its Finance and Audit Advisory Committee and due processes for Member Bodies to ensure that governance is in line with the Constitution and the Board Policy Manual and meets all regulatory requirements.
- Ensure that cohesive governance and risk management policies and guidance are in place to clearly define responsibilities, processes, delegations and decision-making powers; and fully comply with organisational, business, tax and regulatory requirements.

- Work in the Senior Management Team to improve operational systems, processes and policies to support management reporting, information flow and management, business processes and organisational planning.
- Undertake and be responsible for the development and implementation of appropriate human resource management policies and practices including recruitment, training and development, performance management and remuneration for all staff.
- Lead the operations team and oversee its functions, resources and outputs including business and financial management, human resource management, facilities, information, information and communications technology (ICT), and office administration. Mentor and support the learning and development of team members.
- Manage relationships, contracts, compliance and interface issues with the Alliance's funders, supporters and suppliers.
- Manage financial sustainability and budget of the Alliance and ensure effective reporting of results in conjunction with the Executive Director.
- Undertake other related activities as required.

Selection criteria

- Current experience and demonstrated success in operational management in a not-for-profit organisation, with relevant tertiary qualifications and/or knowledge and experience.
- Strong leadership capability, evidenced in well-developed problem solving, analytical and conceptual skills.
- Knowledge of economic and accounting principles and practices, banking and the analysis and reporting of financial data, and experience in contract management and reporting, including liaison with government agencies.
- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, employee relations and negotiation, and information systems.
- Demonstrated effective organisational skills, including the ability to effectively prioritise and manage multiple tasks and deadlines and manage competing priorities within a small team environment.
- Strong written and oral interpersonal communication skills with the ability to build and maintain productive working relationships and negotiate with a range of internal and external stakeholders.
- Interest in and understanding of issues that relate to the health and wellbeing of people who live in rural and remote Australia.

Desirable

- Management experience through a time of change, such as establishment of a new business model or staff structure.
- Knowledge or experience of the health or community sector.

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