

Head of Business Operations

Position Title	Head of Business Operations
Reports to	Chief Executive Officer
Location	Role can be based anywhere in Australia
Capacity	Full Time - 1 year contract

ORGANISATION

For over ten years Collaboration for Impact (CFI) has been one of Australia's leading organisations for supporting people to establish and deepen collaborations for systemic change. Our vision is for an equitable and inclusive society where people, place and planet thrive.

We work to strengthen how social change happens by:

- Creating platforms for connection, learning and collective action across community to wider system interventions.
- Influencing how organisations and networks resource and adopt the practice of systems change on issues of national importance.
- Learning and demonstration of how systems are transforming with communities at the centre.

ROLE PURPOSE

To manage and oversee the business operations and commercial management of Collaboration for Impact, including business model development, finance, people and culture, technology, risk and compliance to ensure a fit for purpose operating model for the organisation to operate sustainably, effectively and consistent with its mission and principles.

ACCOUNTABILITIES

Leadership

Provide strategic leadership to the organisation through playing an active role on the leadership team, developing strategies and building a high performing culture to ensure an engaged and productive organisation aligned to the purpose and principles of the organisation.

Business Operations Strategy

Develop, implement and lead the business operations strategy, planning, budgeting and vision, overseeing all operational matters to ensure CFI meet its external obligations, delivers on the strategy and the organisation runs effectively.

Commercial Strategy and Management

Identify and develop business frameworks and approaches to support commercial initiatives and opportunities and oversee the implementation ensuring the organisation can best support new revenue streams effectively.

Risk and Compliance

Develop, implement and monitor the risk mitigation strategy, ensuring that the level of control is appropriate and effective, developing changes where necessary so that the organisation mitigates any risk and remains compliant with relevant regulations.

Financial Management

Manage and oversee the finance team through overseeing reporting, banking and other financial activities to ensure the organisation complies with regulations and requirements and cashflow is managed effectively.

Policies, Systems and Procedures

Develop, implement and oversee policies and operational processes, procedures and systems across the organisation to be efficient, reliable and user-centred.

People and Culture

Develop, manage and maintain human resource policies and activities including workforce planning, recruitment, performance management, learning framework and employee relations to contribute to creating a high performing and engaged team aligned to purpose, strategy and principles.

People Management

Manage, motivate and develop a Business Operations team in order to build capability and create a positive culture so the team can deliver results in a collaborative manner.

KEY PERFORMANCE INDICATORS

- Risk and compliance obligations met
- Timely and accurate financial reporting
- Policies developed, implemented and maintained
- Engaged and motivated team

KEY RELATIONSHIPS

- Chief Executive Officer
- Operations Team
- Leadership Team

QUALIFICATIONS

Relevant tertiary qualifications and/or equivalent demonstrated experience leading operations in a fast paced and scaling social impact or start up organisation.

EXPERIENCE

- Mastery in two or more of the domains of: commercial strategy and management, people and culture, finance, business systems, risk management.
- 3 - 5 years of experience in a senior leadership role, leading and engaging high performing teams and managing diverse business operations.
- Ability to design and implement commercial initiatives into an organisation and adapt the business model to create sustainability and aligned impact.
- Demonstrated ability to implement best practice people and business management practices.
- Experience leading whole of organisational change, including management of goals and timelines, stakeholder communications and engagement, and risk mitigation in fast paced, complex environments.
- Proven experience in establishing business requirements, scanning trends, reviewing system products and integrations, recommending solutions and leading system change with an eye for detail in data migration and engagement in change management.
- Super user capability across a range of software as a service corporate solutions and capacity to learn new systems.
- Demonstrated capacity to establish and maintain policy, performance, risk and compliance frameworks that meet regulatory obligations, align with the values

of a social impact organisation without impeding capacity for agility and innovation.