



We believe in the power of  
inspired young people

## Chief Operating Officer (COO)

Position Description

### The Y NSW - Organisation Overview

**Who we are** - The Y NSW is a part of the largest and oldest youth organisation in the world, the YMCA. We are a profit-for purpose that supports diverse communities through our recreation centres, out of school hours care services, outdoor education and camping locations, and a diverse range of valuable youth programs. The Y always has been, and always will be, dedicated to strengthening young people, families, and communities.



#### Our Belief

We believe in the power of inspired young people



#### Our Mission

We are influenced by a global mission to provide opportunities for all to grow in body, mind and spirit.



#### Our Purpose

We offer young people pathways to live their best life by supporting their physical, mental and social wellbeing. As a for-purpose organisation, we focus on community connection to create positive change and social good.



#### Our Commitment to Safeguarding

At the Y, we are committed to empowering all Children and Young People to feel safe and be safe, at the Y, in their families and in their communities. As such, we embed Safeguarding into everything that we do to make sure Children and Young People are kept at the front of our minds in all of our programs and services.

#### Our Values

Honesty

Caring

Respect

Responsibility

Safety



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Here at the Y, we are committed to empowering all Children and Young People to feel safe and be safe, at the Y, in their families and in their communities. As such, we embed Safeguarding into everything that we do to make sure Children and Young People are kept at the front of our minds in all our programs and services.

As an employee of the Y NSW, you share in our collective commitment and in accordance with our policies and procedures and our Safeguarding Framework which focuses on Culture, Operations and Environment, you will:

Culture	Operations	Environment
<ul style="list-style-type: none"> <li>Uphold the rights of- and always acting in the best interest of- Children and Young People</li> <li>Fulfill your responsibilities under safeguarding legislation within your State/s and/or Territory/ies, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People</li> <li>Support your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.</li> <li>Champion appropriately open and transparent communication of safeguarding risks and concerns within the Y to inform continuous improvement.</li> <li>Support your team to understand their safeguarding responsibilities and empower them to ask any questions if they are unsure.</li> <li>Have a strategic understanding of Safeguarding across the Y and ensure safeguarding is embedded at strategic level.</li> <li>Develop and implement strategic safeguarding risk management policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).</li> <li>Participate in all safeguarding children and young people training for your role.</li> <li>Facilitate and champion safe operations to ensure Y people have the right policies, processes, and practices to keep children and young people safe.</li> <li>Facilitate the recruitment of the right people for the right roles at the right time to ensure appropriate knowledge and skills are available to enable best practice safeguarding throughout the Y.</li> <li>Lead and oversee quality assurance and continuous improvement of safeguarding policies, procedures and practices is undertaken regularly.</li> <li>Support or undertake workplace investigation (where applicable)</li> <li>Recruit Y people in accordance with Y Safeguarding standards.</li> </ul>	<ul style="list-style-type: none"> <li>Speak up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practices.</li> <li>Champion safe environments at the Y and in communities which empower children and young people to thrive.</li> <li>Ensure that any new program initiatives are to include consultation with Children and Young People using the Y Safeguarding guidance and resources.</li> </ul>



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## Chief Operating Officer (COO) - Position Overview

**The Chief Operating Officer (COO)** is responsible for leading and overseeing the effective and dynamic operations across Y NSW. The role works in collaboration with the Executive Leadership team to implement the vision & mission set by the CEO and the Board and deliver on the organisation's strategic goals and objectives. The COO is involved with design through to the execution of the strategy relevant to the organisation's service lines. The COO ensures competent and safe operations of Recreation, Camp and Children Services, oversees efficient & effective workforce planning, and ensures good governance of legal and regulatory compliance. The COO oversees the delivery of the end-to-end customer experience with strategic and operational input for product, sales, and marketing. The COO is responsible for ensuring that services and programs align with the organisation's vision and mission.

The role is focused on providing internal operational leadership to enable the CEO to maintain a focus on strategy, industry, sectors, and all key external relationships. The COO is required to engage and work closely with the CFO and, as required, the Board of Directors.

**Belonging to the Executive Leadership team**, the COO reports to the CEO and has up to 7 direct reports.

### Key Accountabilities

#### Business Strategy & Operations

- Delivers the Y NSW vision and strategic plan through aligned business strategies, objectives, services, programs, and operational planning.
- Establishes effective business objectives, financial plans, budgets and forecasts to ensure the delivery and implementation of the Y NSW strategic priorities.
- Monitors, evaluates and reports on the delivery of the business strategy and objectives & performance against targets.
- Oversees and ensures effective workforce planning to ensure the company's resources are effectively allocated to meet the business objectives and financial targets.

#### Growth & Business Delivery

- Ensures the effective & compliant delivery of operations across the organisation to build brand loyalty and ensure a strong reputation within the sectors we operate.
- Identifies and provides advice to the CEO, Executive team and other staff on emerging issues, risks, and opportunities across the operations.
- Identifies and maximises opportunities for endorsement to grow and improve margins and profitability.
- Drives, guides, and supports continuous improvement, good practice, compliance, and innovation.



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## Leadership & Culture

- Leads and fosters a positive work environment that promotes accountability, collaboration, inclusion, safety, good practice, innovation, and employee engagement.
- Ensures that the Y NSW's vision and mission, and values are reflected in our operations, policies, and procedures.
- Works closely and collaboratively with the CEO, Executive and Senior leaders to develop, deliver and ensure that the organisation's vision and strategic priorities are communicated effectively and implemented across the operations.

## Qualifications, Skills & Experience

- Degree qualifications in business or a related discipline are essential, e.g., finance, business, or operations.
- Minimum of ten years' experience in an executive or senior leadership role that covers finance, business operations, project management and Human Resources. This must include broad experience across a full range of business functions and systems, including strategic development and planning, customer service, budgets, business analysis, safety, risk, and marketing.
- Established leadership skills that inspire and motivate teams to deliver the Y NSW's strategy, creating a common purpose and direction and supporting the work of the entire organisation.
- Proven ability to cultivate productive working relationships by managing performance, valuing diversity and
- Advanced management capabilities, delivering quality results, within budget, tight timeframes and across multiple stakeholders.
- Experience in working with a Board.
- Experience in developing high-performing teams in constantly changing landscapes.
- Extensive change transformation and project management experience.
- Strong stakeholder management skills that enable collaboration and influence.
- Exceptional communication skills and attention to detail.