

<p>POSITION TITLE</p>	<p><i>Director of Operations</i></p>
<p>POSITION GRADE and TYPE</p>	<p><i>Non-Pastoral (No exempt benefits status) Part-time: 5 days / week (not required to work on Sundays)</i></p>
<p>REPORTS TO</p>	<p><i>Senior Pastor</i></p>
<p>POSITION LOCATION</p>	<p><i>Burwood East / other campuses / remote</i></p>
<p>NUMBER OF REPORTS</p>	<p><i>Direct: Approx. 5 Indirect: Approx. 20 and various volunteers (per Operations Stream Structure 13 Sept 2021)</i></p>
<p>CROSSWAY and MINISTRY/ DEPARTMENT OVERVIEW</p>	<p>Crossway <i>Crossway is a large and growing church based in Melbourne, which operates with four campuses: Burwood East, South East, Asian Languages and Online. Our campuses at a staff level are supported by a dedicated Central Services Team. We are passionately committed to loving God, loving people and seeing disciples of Jesus multiplied across our city, nation and nations. Our church values express the culture we see the Holy Spirit shaping across our Church community:</i></p> <ul style="list-style-type: none"> • Nothing matters more: <i>Jesus is always front and centre</i> • There's room for you: <i>Anyone can experience authentic community</i> • Everyone gets to play: <i>The mission of God in the hands of ordinary people</i> • Dare to dream: <i>Bold faith leads to innovation, influence and impact</i> • We take nothing for granted: <i>We respond to God's goodness with gratitude and generosity.</i> <p><i>At Crossway we are committed to "Building a Discipling Culture" across our campuses and teams, as well as influencing the Australian Church to help turn the tide on the decline of Christianity in Australia. Further we have a strong commitment to helping people in tough places to flourish through our LifeCare & COACH ministries. We celebrate the privilege of serving on staff at Crossway and we seek to provide many different staff training, team building and leadership development opportunities. Staff members unite around "The Crossway Way", committed to developing a Christ-centred, healthy and encouraging workplace environment.</i></p> <p>Operations Stream exists:</p> <ul style="list-style-type: none"> • <i>to support the realisation of the vision and mission of</i>

	<p><i>Crossway Baptist Church Inc. (CBC) and its related entities (Group);</i></p> <ul style="list-style-type: none"> • <i>to lead, oversee and manage:</i> <ul style="list-style-type: none"> ○ <i>Strategic projects including properties, kindergarten and other new initiatives</i> ○ <i>Finance, fundraising, human resources & payroll</i> ○ <i>Facilities, technology, admin and café</i> ○ <i>Governance, Compliance, Risk & Policies</i> • <i>to provide secretariat and ex-officio contributions to the sub-committees of the Board</i> • <i>to serve as Company Secretary or Board members or Company Director of CBC and/or its related entities</i>
POSITION SUMMARY	<ul style="list-style-type: none"> • <i>To support the Senior Pastor in managing the entire operations stream functions of the Group</i> • <i>To be the management conduit between governance forums (Board and sub-committees) and staff</i> • <i>Exec Team member, responsible for operations</i>
KEY CHALLENGES	<ul style="list-style-type: none"> • <i>Ensuring organisation structure and resources are appropriately aligned to achieve Vision, Mission & GDOs</i> • <i>Appropriate delegation of authority</i> • <i>Putting in place qualified people with appropriate remuneration to perform what they are qualified and experienced to do in their fields of expertise for the betterment of the Group.</i>
KEY CONTACTS	<p><i>Internal: Senior Pastor; Department Heads; other staff; Board and its sub-committees</i></p> <p><i>External: Volunteers; professionals, various organisations / agencies</i></p>
DECISION MAKING AUTHORITY	<ul style="list-style-type: none"> • <i>Group budget / cost centre authority</i> • <i>Clear and final authority with direct reports</i> • <i>Subject to Authority Levels and Limits as well as other Crossway policies, guidelines and context of other ministries</i>
KEY RESULT AREAS (up to 8 KRAs)	
<p><i>KRA 1: Strategic projects</i> <i>Description: Lead, sponsor, manage strategic projects of the Group</i></p> <p><i>Performance Measures:</i></p> <ul style="list-style-type: none"> • <i>to secure clarity of expectations of each and every strategic project;</i> • <i>to regularly update on progress and issues, if any, and manage expectations.</i> • <i>to agree upfront on timeframes, methodologies and deliverables of the strategic project; and</i> • <i>to ensure that strategic projects are delivered as intended.</i> <p><i>KRA 2: Finance, fundraising, human resources & payroll</i></p>	

Description: Oversee integrated finance, fundraising, human resources & payroll operations of the Group

Performance Measures:

- *to lead the Group annual budget end-to-end process;*
- *to oversee fundraising and partnership plans and calendar;*
- *to oversee finance operations;*
- *to oversee and manage payroll, affirmations, cycles, awards and human resources issues; and*
- *to ensure this cluster of functions are well coordinated and performing to expectations i.e. facilitates ministries and support broader operations..*

KRA 3: Facilities, technology, admin and café

Description: Oversee integrated facilities, technology, admin and café operations of the Group

Performance Measures:

- *to lead the facilities management, maintenance and continued improvement plans;*
- *to oversee technology support and continued improvement plans;*
- *to oversee administration support operations;*
- *to oversee café and catering operations; and*
- *to ensure this cluster of functions are well coordinated and performing to expectations i.e. facilitates ministries and support broader operations.*

KRA 4: Governance, Compliance, Risk & Policies

Description: Oversee an integrated governance, risk, compliance and policy (GRCP) management framework for the Group

Performance Measures:

- *to articulate and present a cohesive and comprehensive GRCP framework;*
- *to ensure governance compliance with all legal and regulatory obligations;*
- *to integrate risk management with compliance program;*
- *to ensure policies and procedures are up-to-date, customised and target users are trained;*
- *to promote effective GRCP culture in day-to-day operations;*
- *to serve as Secretariat and ex-officio of Board and its sub-committee; and*
- *to ensure this GCRP cluster delivers to expectations i.e. facilitates ministries and support broader operations.*

KEY COMPETENCIES

Experience/Qualifications:

- *Basic university degree in related disciplines*
- *More than 10 years' experience in similar or related roles covering the breath of the KRAs, preferably with some years working in the charities sector or faith-based organisations*
- *Proven track record in general management over scope of the operations stream*
- *Exposure to multiple entities and group-wide management responsibilities*
- *Significant interaction with broad range of stakeholders*

Knowledge:

- *Strong understanding of and practical experience in the scope of the KRAs*
- *Strong knowledge of the charities sector and related regulations*

Skills:

- *Strong communication, analytical and organization skills*
- *Strong interpersonal skills in dealing with various stakeholders*
- *Strong project management and reporting skills*
- *Strong planning and co-ordination skills*
- *Must be a proactive team player*
- *Must be able to “chase and close deals”*
- *Must be able to passionately articulate purpose, aligning with vision and mission of the Group or specific projects*

Attributes/Qualities:

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- *Strategic disposition.*
- *Strong desire to advise / facilitate / equip / partner with/ upskill Ministry Stream Leaders/ Department Heads to manage / deal with issues (as opposed to natural in-box / depository for fundraising issues).*
- *Willingness to deal with urgent issues responsibly if and when they occur and not be time-bound by stated work hours.*
- *Can-do / positive attitude, flexible, resourceful.*
- *Think straight, talk straight.*
- *Timeliness and accuracy.*
- *Thoroughness, inclusiveness, accessible and clear understanding of the developmental nature of this role.*

Qualities:

- *Committed to the Values, Mission and Vision of CBC.*
- *Excellence in work and in service, maintaining a clear understanding and approach to seeing best outcome of the Group.*
- *Have an active compassion for those who have not yet come into the knowledge of the saving grace of Jesus Christ.*
- *Be committed to continued personal growth through prayer, worship, bible study, fellowship and personal holiness.*
- *Able to effectively communicate with clients, leadership and members of CBC and its related entities*
- *Openness / teach-ability and willingness to take on new initiatives / ideas.*