

## **Position Description**

**Title:** Executive Director of Operations (EDO)

**Reports to:** Chief Executive Officer

### **Positions reporting into this role:**

Head of Operations Performance, Digital Solutions Architect, IT Services and Security Manager, Business Systems Manager, Head of Finance

### **Key working relationships**

- Executive and Board
- Executive Directors & other senior managers for different areas of Canteen
- External vendors and agencies
- Partner NFPs

## **Context**

Canteen is in an exciting growth phase underpinned by an ambitious five-year strategic plan. The plan significantly focuses on strengthening the organisation's operational spine and increasing the data maturity and digital dexterity across all areas.

A highly skilled and experienced candidate is required to take on the Executive Director of Operations (COO) role, which will be responsible for managing and overseeing the organisation's finance, data and business systems, IT services, digital technology, shared services, risk and compliance, insurance, business planning, and performance tracking.

The successful candidate will be a highly effective people manager, data-driven and able to leverage technology to streamline business processes, optimise performance, and achieve strategic goals and ensure high quality reports on all areas of the Canteen business. The Executive Director of Operations will work closely with the rest of the executive team to develop and implement effective operational strategies that align with the organisation's purpose and objectives.

Canteen is a national organisation with offices in each state and territory capital city as well as two regional centres.

## **Responsibilities**

### **Area 1 Executive functions**

- Actively contribute to executive group decision-making.
- Represent Canteen externally in various forums.
- Assist with the leadership of the organisation.
- Build strong commitment to the Mission, implementation of the strategic plan, and achievement of Key Performance Indicators.
- Foster and sustain cross-organisational collaborations.

- Ensure appropriate written and oral reports are provided for the Board and make presentations when appropriate.
- Attend Board Meetings and relevant committees.
- Assist with fundraising activities of the organisation.

## **Area 2 Operations Performance**

- Lead the development and implementation of operational strategies that align with the organisation's mission and objectives, with a focus on growing the shared services model.
- Oversee finance, business systems, IT services, digital technology, risk and compliance, insurance, business planning, performance tracking, and the expansion and development of shared services.
- Collaborate with the Head of Finance to oversee the development and management of budgets, financial models, forecasting and reporting, as well as ensuring compliance with fundraising regulations, the ACNC, other legal obligations, and sound financial management.
- Lead the utilisation of data analytics and business systems to identify trends, forecast performance, and drive data-driven decision-making.
- Lead efforts to ensure measurable metrics are incorporated into the organisation's theory of change and program logics.
- Work with the operations team to implement a system for embedding performance metrics into performance management.
- Oversee tracking, analysis and reporting of performance metrics to improve the organisation's approach to performance management.
- Facilitate communication and collaboration among stakeholders to drive results.
- Foster a culture of continuous learning and improvement through the use of data and insights from performance metrics.
- Provide guidance and support to ensure operational team members are appropriately trained and resourced to carry out performance management work.

## **Area 3 Digital Transformation Strategy & Data Analytics**

- Lead Digital Transformation strategy with relevant department heads.
- Oversee the development and implementation of a robust data analytics program, ensuring the integration of business systems and digital technologies to support strategic decision-making.
- Lead a multidisciplinary team with expertise in cloud infrastructure, data science, digital asset development, and application of digital technologies.
- Manage digital asset development for quality and cost-effectiveness with consultation from users and stakeholders.
- Ensure successful rollout of new systems with organisational change management strategies to build staff competence.

#### **Area 4 Risk and Compliance**

- Lead development and implementation of a comprehensive risk management framework by collaborating with departments, developing risk mitigation strategies, and monitoring/reporting on risk management efforts.
- Ensure full compliance with regulatory requirements, ethical principles, and best practices by providing guidance/support to the operations team, overseeing compliance training, and liaising with external stakeholders as necessary.
- Provide strategic leadership in implementing internal control procedures to ensure accurate financial reporting, minimise fraud/errors, and oversee audits/reviews in collaboration with finance and audit teams.
- Develop and oversee implementation of systems for reporting and investigating non-compliance or policy breaches, ensuring timely and effective action by providing guidance/support to operations team, managing investigations, and making recommendations for corrective action as necessary. Additionally, provide leadership in ensuring adequate insurance coverage.

#### **Area 5 Procurement, Contract Management and External Stakeholder Engagement**

- Manage processes for sourcing appropriate third parties for consideration by project teams.
- Oversee the management of new and ongoing operations-related contracts.
- Ensure the organisation maintains excellent relationships with appropriate external stakeholders, including service providers, consultants, other NFPs, government and departmental representatives, corporates, and supporters, to ensure optimal outcomes.

#### **Area 6 Innovation/Value creation**

- Identify and deliver opportunities for greater efficiencies through technology.
- Partner with other parts of the organisation in identifying and/or developing technological innovations that enhance fundraising outcomes as well as young people's health and well-being.
- Lead the development and implementation of a business model that is focused on growing Canteen's revenue through the provision of a Shared Services model to other NFPs and charities as well as contributing to the efficiency of the organisation.

### **Requirements**

#### **Qualifications**

- A tertiary qualification in a relevant field

#### **Skills**

- Strong leadership and people management skills with experience overseeing multiple departments and functions with a focus on operational performance.
- Demonstrated experience in financial management, including budgeting, forecasting, and reporting.
- Excellent strategic planning and implementation skills.

- Strong knowledge of business systems, IT services, and digital technology, with the ability to lead and manage technology projects.
- Extensive experience in overseeing and guiding the development and implementation of policies and procedures related to shared services, risk management, and compliance.
- Excellent communication and collaboration skills, with the ability to work with a wide range of stakeholders.
- Strong analytical and problem-solving skills, with the ability to use data to inform decision-making.
- Proven ability to build and sustain cross-functional collaborations across different departments.
- Excellent project management skills, with the ability to manage multiple projects simultaneously.

### **Experience**

- Extensive experience overseeing operations for medium to large organisations, including responsibilities over finance, business systems, IT services, digital technology, shared services, risk and compliance, insurance, business planning, and performance tracking.
- Proven experience in financial management, including budgeting, forecasting, and reporting.
- Strong track record in developing and implementing strategic plans.
- Proven experience in managing technology projects, including business systems and digital transformation initiatives.
- Knowledge of risk management, compliance, and regulatory requirements.
- Proven ability to work with various stakeholders, including board members, executives, staff, and external partners.
- Strong experience developing and implementing policies and procedures related to shared services, risk management, and compliance.
- Proven track record of building and sustaining cross-functional collaborations across different departments.
- Excellent project management experience, with the ability to manage multiple projects simultaneously.

### **Leadership Skills**

- Strong leadership skills
- Highly developed people management skills
- Highly developed strategic thinking and planning capabilities
- Experience and success in organisational change management
- Strong communication and interpersonal skills
- Create genuine tangible results by building lasting relationships with stakeholders, interacting confidently and employing astute perception with strong listening and questioning skills
- Excellent project management skills
- Strong capacity to develop and maintain solid professional boundaries
- Demonstrated experience establishing and maintaining relationships internally and externally and bringing together multiple partners to support common goals
- Ability to anticipate problems and take the initiative to implement necessary action to ensure results are achieved and risks are minimised
- Strong organisational/project planning and time management skills
- Experience in working with/reporting to a Board and/or working at senior levels in an organisation

**Personal Attributes**

- Alignment of personal and Canteen core values
- Strong work ethic
- Warm, friendly and engaging manner
- Maturity in working with a complex array of internal and external stakeholders.
- Professionalism and pride in work
- Determination, tenacity, and resilience
- Enthusiastic and a can-do attitude, desire to work for Canteen, affinity with our Purpose, and a desire to work with young people

**General Information**

- All employees must adhere to Canteen's Human Resources Policies during employment.
- Pre-employment checks
  - As Canteen's work involves employees being in direct contact with children and young people, employees are required to complete police and working with children checks relevant to the state in which they will be employed.
  - Canteen will conduct at least two reference checks on successful applicants, and will also require proof of any professional qualifications stated on an application.