



Position Description

Chief Operating Officer

Reports To: Chief Executive Officer

Base Location: Kununurra or Broome, Western Australia

Organisational Unit: Executive Management

ROLE PURPOSE

The primary purpose of the Chief Operating Officer is to lead teams through the daily administrative functions of EKJP programs and services. Through developing, implementing and maintaining the systems and infrastructure required to support the growth and sustainability of the organisation aligning with business plans and budgets.

The key element of the role include:

- Accountability for the organisation’s financial functions and adherence to regulatory and legislative requirements;
- Management of the organisations Human Resources functions;
- Oversight of all Communications, and Marketing functions;
- Management of assets across the organisation;
- Ensure a high standard of quality systems including compliance standards, governing standards, legislation, and ISO;
- Leading and supporting the management of culturally diverse teams that drives EKJP’s internal culture.

This document describes the main responsibilities of the position and is not designed to be prescriptive. It is expected other duties, in addition to those described in this document, will be undertaken.

The Chief Operating Officer is expected to demonstrate behaviours which align with EKJPs core values, Code of Conduct and Equal Opportunity principles, as well as provide leadership to ensure that all staff achieve these expectations.

KEY RESPONSIBILITIES

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<p>Leadership and Management</p> <p>Lead and manage Corporate Service teams to achieve desired results, while ensuring efficient and effective service delivery.</p> <p>Provide organisational leadership and guidance to ensure a productive and motivated workforce.</p> <p>Provide coaching and mentoring to help staff succeed in their roles and advance their careers.</p>
<p>Business Growth and Sustainability</p> <p>Guide the Executive Manager in creating and executing operational plans and budgets for business units, aligning with the organisation's strategic plans.</p> <p>Lead the performance evaluation of business unit operational plans and budgets, and report progress back to CEO and Board.</p> <p>Identify innovative and implement growth and improvement opportunities in line with the organisational strategic plan by working closely with the CEO.</p>
<p>Finance</p>

<p>Oversee all financial operations, including reporting, managing assets, preventing fraud, handling accounts payable and receivable, conducting audits, and managing insurance.</p> <p>Maintain the existing Financial Standard Operating Procedure and other relevant policies to ensure efficient financial processes in the organisation.</p> <p>Make recommendations to the CEO that drive best-practice financial standards.</p>
<p>Human Resources</p> <p>Lead the delivery of the lifecycle of human resource services. Including performance management, learning and development, payroll, health and wellbeing and WorkCover/Return to Work.</p> <p>Provide leadership and guidance to Executive Managers to ensure a productive and motivated workforce.</p> <p>Reporting HR targets to the CEO and Board aligning with strategic plans.</p>
<p>Procurement</p> <p>Accountable for functions associated with procurement of goods and services, inclusive of ensuring purchasing delegations are adhered to, and optimum value is being received in all procurement decisions.</p> <p>Establish relationships with suppliers, negotiate contracts, and monitor supplier performance.</p>
<p>Asset Management</p> <p>Coordinate with the Executive Manager to ensure adequate asset resources are available to meet the organisation's needs. Including but not limited to equipment, fleet vehicles, buildings, furniture and fixtures and IT equipment.</p> <p>Management of asset purchase and disposal processes.</p> <p>Effectively manage all properties tenanted and owned by the organisation, inclusive of maintaining productive working relationships with landlords and/or real estate agents.</p> <p>Ensure adequate insurance is maintained and reviewed annually.</p>
<p>Marketing and Communications</p> <p>Developing and implementing marketing and communication strategies that align with EKJP's overall goals and objectives.</p> <p>Oversee the maintenance and enhancement of the EKJP's brand image and reputation.</p>
<p>Quality Management & Compliance</p> <p>Ensure all operations are conducted with a commitment to quality which aligns with the quality management principles underpinning the accredited Quality Management System and strategic business plan.</p> <p>Oversee the management of EKJP's alignment with relevant regulation, legislation, and compliance frameworks. This includes but is not limited to ISO, RFFR, NDIS Practice Standards and relevant Employment Services compliance requirements.</p> <p>Partake in internal and external audits, and report internal and external audit outcomes to CEO. Highlighting areas for continuous improvement.</p> <p>Oversee the management of internal and external stakeholders feedback and monitor the implementation of identified improvements.</p>
<p>Information Security Management</p> <p>Oversee the management of EKJP's Information Security Management System (ISMS).</p> <p>Play a leading role in obtaining and maintaining RFFR & ISO 27001.</p>
<p>Work Health and Safety and Risk</p> <p>Accountable for maintaining and reviewing the organisations risk register in Logiqc QMS system.</p> <p>Oversight of the operational Work Health and Safety functions including, incident and hazard identification and management, risk assessments, policies, procedures and related functions.</p>

Managers must exercise due diligence to ensure EKJP meets its WHS duties. This includes making sure workers and other persons are protected against harm and making sure the workplace meets the requirements of EKJP's safety systems.

This role must comply, so far as reasonably able, with any reasonable instruction that is given by EKJP to comply with the WHS Act.

This role must cooperate with any reasonable EKJP policy or procedure relating to health or safety at the workplace that has been notified to workers.

Aboriginal Ways of Working

Demonstrate a personal understanding of responsive ways of working with Aboriginal Clients, Staff and Communities.

Quality in all We Do

Ensure all operations are conducted with a commitment to quality which aligns with the quality management principles which underpin EKJP's accredited Quality Management System.

KEY CRITERIA

Mandatory Experience

1. A bachelor's degree in a relevant discipline with extensive executive management experience as a Chief Executive or Senior Leadership role.
2. Analytical skills and knowledge of business processes, systems, and products.
3. Demonstrated effective strategic leadership and management of culturally diverse teams with a positive and professional approach in a complex and changing environment.
4. Ability to work independently with limited direction, demonstrative initiative, and manage competing demands to meet required deadlines.
5. Knowledge and experience in implementing, managing, and/or working with quality management systems and frameworks.
6. Knowledge of Human Resources principles and practices.
7. Excellent level of financial literacy with the ability to interpret and understand accounting or financial statements and reports, and experience with financial software systems.
8. Ability to analyse and interpret policy and procedures and to resolve problems and questions independently.

Preferred Qualifications

1. A degree or an appropriate tertiary qualification in Human Resources management and/or related discipline.
2. A degree or an appropriate tertiary qualification/s in Business Management, Financial Management and/or related discipline

Other requirements

1. A current C Class motor vehicle license.
2. Ability to engage in regular travel (by road and air) to adequately travel between the East and West Kimberley.

Credentials Check

It is a requirement of the role to provide a National Police Certificate and a NDIS Workers Screening Clearance.

East Kimberley Job Pathways reserves the right to immediately terminate employment where it is deemed previous criminal (unspent) charges or pending charges may bring the organisation and/or programs and services delivered by the organisation into disrepute.

EMPLOYEE ACKNOWLEDGEMENT/AGREEMENT

I acknowledge and agree that I have read, understood and accept the above position description of **Chief Operating Officer** as part of the terms and conditions of my employment with East Kimberley Job Pathways.

I further understand the position description is designed to provide a general understanding of the role and may encompass additional responsibilities within my experience in order to meet the organisation's objectives.

I also acknowledge that East Kimberley Job Pathways operates in a large and diverse region and the ability to travel and work throughout the Region may occur at short notice.

Printed Name

Signature

Date