

## **Operations Manager**

- Career Growth Opportunity
- Vibrant team culture that embraces and encourages new ideas
- Permanent Full-time Position

Searson Buck is partnering with Tasmania University Student Association (TUSA) to appoint an Operations Manager who will be a change agent for the organisation, championing and leading opportunities for continuous improvement and positive change.

### **About the Tasmanian University Student Association (TUSA)**

Founded in 1899, TUSA is one of the oldest Student Unions in Australia and is recognized as the peak student body representing all students attending the University of Tasmania. TUSA is an organisation focused on realizing the potential of its student base and providing opportunities for the cultivation of unique and exciting ideas that create meaningful and sustainable impacts for UTAS students.

### **About the Role**

In this role, you will be responsible for the overall management of TUSA's operations including the planning, delivery, monitoring and reporting on operational activities, performance and compliance requirements in accordance with the overall strategic plan.

As a member of the TUSA team, you will be working closely with the CEO and members of the TUSA team in the development and delivery of a strategic plan that sets the future direction of the organisation, meeting the current and future needs of students and the wider community.

Critical to the success of the role will be the ability to negotiate and influence, lead change and take an active role in connecting with members.

### **About you**

- The ideal candidate will be approachable, driven and passionate about delivering exceptional outcomes for students
- Understand and empathise with the needs and aspirations of students
- Demonstrated ability to build and maintain effective networks of stakeholders both within and externally to an organisation
- Deliver on strategic goals while empowering students to learn and grow
- Build capacity by listening, building and understanding of others
- Able to adapt your own interpersonal style and show sensitivity to different cultures and backgrounds.

## **Essential**

- Minimum 3 years proven work experience in a similar role
- Completion of Diploma of Accounting or higher and experience or equivalent combination of extensive experience and expertise
- Proven leadership in financial management and business compliance to achieve strategic & operational goals
- Demonstrated ability to work effectively with and meet the delivery needs of a Board of Management, as well as a sound knowledge of governance/practices
- Demonstrated flexibility to work with a diverse range of team members and employment arrangements i.e., employees and volunteers
- Demonstrated analytical, project management and problem-solving skills and the initiative to develop and apply innovative solutions
- Highly developed written, oral and interpersonal skills, including a demonstrated ability in policy & process development
- Current Driver License

## **How to apply**

We welcome your interest and encourage you to contact Sandi Regis 0448 530 593 for a confidential conversation and a copy of the position description.

All applications must provide a resume and cover letter outlining what you will bring to the organisation and how your skills and experience align with the role. Applications close COB Monday 28th March 2022.

## **OPERATIONS MANAGER**

Reporting to:	Chief Executive Officer
Location:	TUSA Hobart or Launceston
Employment Type:	Full Time
Date:	TBC

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## 1.0 Organisation Description

The Tasmanian University Student Association (TUSA), founded in 1899, is one of the oldest Student Unions in Australia, and is recognised as the peak student body representing all students attending the University of Tasmania.

The overall responsibility for the TUSA is overseen by our Board of Management (BoM), which consists of elected student representatives, external/lay members (appointed by BoM) and university representatives (appointed by UTAS), and is the employer of staff, who work with us to be an organisation 'run by students, for students'.

The TUSA is focussed on mobilising and enabling UTAS students to have their voices heard, and to be part of a community beyond the confines of the classroom. The TUSA aspires to facilitate this through student representation, the provision of clubs and societies, initiatives and independent student advocacy. We are an organisation focussed on realising the potential of our student base and providing opportunities for the cultivation of unique and exciting ideas that create meaningful and sustainable impacts for UTAS students.

## 2.0 Position Summary

TUSA is creating a vibrant and contemporary representative organisation that enables all UTAS students to have a voice and shape their university experience. As a member of the TUSA team, you are considered a change agent for this work and as such will champion and lead opportunities for continuous improvement and positive change.

In addition, the Operations Manager (OM) is responsible for the overall management of TUSA's operations including the planning, delivery, monitoring and reporting on operational activities, performance and compliance requirements in accordance with overall strategic plan. The OM will ensure the provision and effectiveness of the systems, standards and business processes (inc. reporting) as well as provide guidance on budgetary

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management and analysis, risk & compliance, digital capability, service agreements and other general administrative issues to achieve the TUSA objectives.

The OM has a direct reporting relationship to the CEO but is expected to work closely with the State President, Vice President and Board of Management.

### 3.0 Key Performance Areas

- Work closely with the CEO and other members of the TUSA leadership team in the development and delivery of a strategic plan for the TUSA that sets the future direction of the organisation, meeting current and future needs of students and the wider community.
- Manage delivery of TUSA's overall operations including direct management of Advocacy & Support Service and Regional Operation Teams
- Manage annual planning and programming for key student engagement programs including Student Elections, UTAS Orientation and Future Students
- Manage delivery of the TUSA's business operations through management of the financial and human resources, including: the development of policy, processes and guidelines that support the financial budgetary agenda, preparation of budget submissions, reporting and monitoring progress in reaching budget targets and, instigating control mechanisms as deemed necessary.
- Develop and disseminate information, mentor and educate student leaders, staff and Board of management to facilitate timely and quality decision making, as well as transparency and accountability in relation to the TUSA's finances and expenditure, investment and funding, compliance and general administration.
- Ensure compliance with legal, TUSA and University requirements, and resources including compliance with the TUSA's planning, policy and procedure, audit (including workplace health and safety), risk registers, budgetary agenda, monitoring of achievement and reporting to Board of Management.
- Provide leadership, mentoring and career development support to both student

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representatives and staff members, ensuring an organisational culture where people thrive.

- Encourage and promote student volunteer participation and provide support and supervision to student leaders, TEL's and volunteers working within TUSA premises, as well as outreach initiatives and events.
- Establish and manage TUSA asset management framework to ensure all assets and resources are appropriately managed and maintained.
- Facilitate regular performance and development discussions with direct report ensuring appropriate skills, training, professional development, and support is provided in all areas, including OH&S.
- Negotiate and monitor, in collaboration with the CEO, the delivery of third-party services including UTAS services such as maintenance, cleaning, security, and IT channels.
- Support the CEO in the delivery of Board of Management and Board Sub Committee related activities.

#### **All Staff**

- Work with all members of the TUSA team in the development and delivery of the strategic plan for TUSA that sets the future direction for the organisation, meeting current and future needs of students and the wider University.
- As part of the TUSA team, incumbents may be required to plan and/or assist with varied programs that promote and enhance student life, and be available to help their colleagues and student representatives where necessary.
- Practice and demonstrate safe work practices to ensure the wellbeing of staff, students and other stakeholders.
- Undertake other duties commensurate with the level of the post as required and which the CEO shall from time to time determine.

## **4.0 What the Job Requires (Success Profile)**

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#### **4.1 Attributes & Behaviours**

- **STUDENT LED** – understands and empathises with the needs and aspirations of students; maintains constant focus on improving student experience and makes decisions informed by student insight and based on creation of value for the students.
- **CONNECTED** - demonstrates drive to develop open, honest and mutually beneficial relationships with all stakeholders in order to positively impact the organisation; Able to build wide and effective networks of contacts inside and outside of TUSA.
- **BOLD** - Seeks opportunities to transform the business and supports others through the change process; promotes the cultivation of unique and exciting ideas which enable students to achieve their desired results; open to new ideas and willing to think 'outside the box' to allow TUSA to continue evolving to keep up with the changing pace of society.
- **EFFECTIVE** - seeks to use their attributes to their utmost to enable TUSA to deliver on strategic goals while empowering students to learn and grow; sets clear direction and standards and delivers performance by empowering & developing others and recruiting talent.
- **KIND** - builds capacity by listening and building an understanding of others and then investing in their development; able to adapt own interpersonal style and show sensitivity to different cultures or backgrounds.

#### **4.2 Experience & Qualifications**

Essential:

- Proven work experience as Operations Manager or similar role
- Knowledge of organizational effectiveness and operations management
- Completion of Diploma of Accounting or higher and extensive experience or an equivalent combination of extensive experience and expertise
- Proven leadership in financial management and business compliance to

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achieve strategic & operational goals

- Demonstrated ability to work effectively with and meet the delivery needs of a Board of Management as well as a sound knowledge of governance practises
- Demonstrated flexibility to work with a diverse range of team members and employment arrangements i.e. employees and volunteers
- Demonstrated analytical, project management and problem-solving skills and the initiative to develop and apply innovative solutions
- Highly developed written, oral and interpersonal skills, including demonstrated ability in policy & process development
- Proven experience in use of current and emerging technologies including Microsoft Office and online management tools

Desirable:

- Demonstrate understanding of the current and future needs of students within Higher Education
- Demonstrated knowledge of higher education sector governance and management process

## 5.0 Role Dimensions

<b>This Position Manages:</b>	Northern Operations Team Leader Business Administration Officer Advocacy & Support Officers Student Experience & Systems Administrator (Dual Reporting Line)
<b>Expenditure Authority:</b>	TBD

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**Expense Budget:** NA

**Revenue Budget:** NA

**Assets Under Control:** NA

## 6.0 Relationships

**Key Relationships Internal:** Chair, TUSA Board of Management  
State-wide President  
State Council  
TUSA CEO  
TUSA Staff

**Key Relationships External:** UTAS CFO & Finance Functions  
Student Experience & Other Divisional UTAS Teams  
Professional and accreditation bodies (including legal, financial, and audit bodies).  
University of Tasmania Students  
TUSA Suppliers