

## Position Description

<b>Job title:</b>	Operations Director
<b>Classification level:</b>	Social, Community, Home Care and Disability Services Industry Award, ( <b>SCHADS</b> ) – Level 8
<b>Reports to:</b>	Chief Executive Officer
<b>Employment status:</b>	Fulltime, ongoing. IMCL is a flexible employer and hours of work are negotiable.
<b>Remuneration:</b>	SCHADS Level 8 + 3% above award \$133,083-\$138,320 (pro rata) based on qualifications, skills, and experience, plus employer funded superannuation. This role attracts the benefit of tax-effective salary packaging available up to \$16,000 per annum.
<b>Employment conditions:</b>	In accordance with the SCHCADS Award the Victorian Community Legal Centre Multi-Enterprise Agreement 2025 – 2028 ( <b>MEA</b> ), including 5 week’s annual leave, 17.5% leave loading plus additional 3 days paid leave over the Christmas shutdown period, and other applicable legislation.
<b>Location:</b>	North Melbourne and Kensington. Preferably at least 80% onsite attendance required.

### Our Organisation

---

Inner Melbourne Community Legal (**IMCL**) is a not-for-profit community organisation that provides free legal assistance to low-income people in the inner Melbourne area. Our mission is to create a fairer, more equal community through advocacy and law reform, education, casework and strategic litigation.

We provide access to justice to the most marginalised members of our community including individuals experiencing homelessness, family violence, mental illness, disability, racialised and/or over-policing, substance dependency and people from culturally and linguistically diverse backgrounds.

We operate across two offices in North Melbourne and Kensington and deliver multiple integrated outreach services in partnership with other health, education and community organisations in the local area.

Some of IMCL’s signature programs include the Specialist Social Housing Program, Health Justice Partnerships and the Police Accountability Project.

IMCL is also on the Victorian Legal Aid Panel for family law, summary crime, family violence and youth justice.

We are well known for our impactful and innovative service delivery approaches and operate in a dynamic environment.

## Position Description

### Working at IMCL

---

IMCL is committed to promoting a diverse, inclusive and values-driven workplace. We offer flexible working arrangements and generous salary packaging provisions.

We encourage people from diverse backgrounds and experience to apply, including people with lived experience in the areas we practice in. We strongly encourage Aboriginal and Torres Strait Islander people, LGBTIQ+ people, people from culturally and linguistically diverse and refugee backgrounds, women, and people with a disability to apply.

### Role purpose

---

The Operations Director is responsible for ensuring the effective, compliant, and sustainable operation of IMCL's core organisational functions. Reporting to the CEO, managing direct reports and working closely with the leadership team, the role is a pivotal and dynamic position that oversees operational functions encompassing finance, Human Resources, IT, facilities, administration, and office systems to ensure IMCL's workplaces, systems, and processes are safe, functional, well-supported and financially sustainable.

The position plays a critical role in enabling staff to focus on delivering high-quality legal and advocacy services by providing strong operational foundations, while also driving continuous improvement through the development and implementation of organised, streamlined, reliable and consistent enhancements to systems, processes, and technology that make it easy for staff to access and act on information and carry out common tasks.

As a senior operational leader, the role contributes to financial strategic planning and organisational decision-making and supports the delivery of IMCL's strategic priorities through sound governance, data-informed advice to the executive team and board, and effective team leadership. The role will manage an inter-disciplinary operations team. You will be required to balance strategic oversight with hands-on delivery and responsibility as the escalation point for resolving day-to-day issues.

### Key Responsibilities

---

#### 1. Facilities, Office Management and Procurement

- Oversee operational planning to ensure IMCL offices and outreaches are functional, safe and welcoming;
- Provide day-to-day oversight and accountability for facilities and general office management and upkeep, with the support of the Executive Assistant & Office Manager and Finance & Administration Officer, including implementing and maintaining operational policies and procedures and ensuring effective coordination, consistency, and daily continuity;
- Overseeing office logistics, including space planning;
- Oversee procurement and service provider relationships, including facilities contracts and relationship with property managers, cleaners and security, with the support of the Executive Assistant & Office Manager;
- Where required, lead the identification and transition to a new office space or renovations of current office overseeing lease negotiations, budgeting, compliance checks, and the logistics of relocation / renovation to ensure minimal disruption to operations;

## Position Description

- Work closely with leadership and collaborate with staff to understand operational needs and lead continuous improvement initiatives that support organisational sustainability and effectiveness.

### **2. Administration**

- Oversee administrative functions, ensuring smooth office operations and supporting the Legal Practice Coordinator and Intake Paralegals;
- Work closely with the Director of Legal Practice and Legal Practice Coordinator to ensure compliant efficient document management and record-keeping systems;
- Oversee the management of office supplies and equipment.

### **3. Information and Communication Technology, Processes and Continuous Improvement**

- Maintain the organisation's IT and information systems function to ensure the organisation's information and communication technology systems support operational efficiency and security.
- Develop and implement a refreshed ICT strategy, including system lifecycle planning, infrastructure needs, and future capability requirements. Monitor effectiveness and adjust in response to organisational strategic priorities and risks;
- Oversee the planning and coordination with ICT service provider and other relevant internal and external stakeholders to deliver both day-to-day operations and priority projects, including overseeing the procurement, implementation and maintenance of ICT infrastructure, including hardware, software, and network systems;
- Ensure data security and compliance with relevant regulatory and organisational requirements, including monitoring and incidence response;
- Monitor effectiveness of all ICT systems and proactively identify solutions that improve operational efficiency, data security, and service delivery, including providing briefing paper recommendations and implementation plans to the CEO;
- Together with direct reports, act as administrator for ICT systems, with oversight of site and user management, security and governance;
- Oversee the maintenance of registers of systems access, assets and licenses;
- Work with the Legal Practice Coordinator to identify and implement opportunities to streamline workflows, technology use, and reporting.

### **4. Governance, Risk and Compliance**

- Lead the operationalisation of the organisation's risk management framework, including maintaining the risk register, embedding risk management practices into day-to-day operations, supporting regular review and reporting to the CEO and Board, and overseeing and chairing the OHS Committee;
- Ensure effective operational compliance with legal, regulatory and contractual obligations, including across key areas such as OHS, privacy, financial management and procurement. Establish and monitor practical compliance processes and controls;
- Oversee the development, implementation and regular review of organisational policies and procedures, ensuring they are current, practical, clearly documented and embedded in practice across teams;

## Position Description

- Oversee the coordination of staff training and awareness to support consistent understanding and application of policies, risk management practices and compliance obligations across the organisation;
- Lead the development, implementation, and ongoing review of business continuity and incident response to ensure the organisation can maintain critical services, respond effectively to disruptions, and recover in a timely manner, while protecting the safety of clients, staff, and organisational assets;
- Maintain key organisational registers (including risk, compliance, contracts and policies) and provide clear, timely reporting to internal and external stakeholders, including executive and Board reporting;
- Working closely with the Legal Practice Coordinator, oversee information governance and security controls, including: identification and management of information security risks; secure storage, access and destruction of information assets; management of third-party providers for records storage and destruction.

### 5. Finance

- Work closely with the CEO to develop and monitor the organisational budget and identify financial strategies to support the long-term sustainability of the organisation, including risk management and contingency planning;
- Lead liaising with external financial services providers to ensure accurate bookkeeping and oversee the preparation and quality of timely, accurate financial analysis for the leadership team and Board to support decision-making and financial sustainability, ensuring compliance with regulatory, funding and accounting requirements.
- Review outputs from external bookkeeping services and ensure issues are identified and addressed;
- Lead the coordination of day-to-day financial operations in partnership with external financial service providers, and the Finance & Administration Officer, including: managing and monitoring adherence to the finance system and accounts structure; budgeting and forecasting; and financial reporting to ensure regulatory and funder compliance, clear accountability;
- Support the Finance & Administration Officer to ensure timely and accurate payroll processing, and maintain smooth deployment of internal and external financial audits and manage the internal requirements of the audit process;
- Monitor and actively manage organisational cashflow, including identifying risks, advising on mitigation strategies, and ensuring the organisation can meet its financial obligations. Support oversight of the organisation's trust account, ensuring compliance with the Uniform Law and associated regulations. This includes: maintaining trust account records and controls (in collaboration with relevant staff); supporting preparation of trust account reports and statements for the CEO and Director of Legal Practice; coordinating internal and external trust account audits.

### 6. People operations

- Lead the coordination of HR activities across the organisation, working closely with outsourced HR advisors, the CEO and executive leadership team to ensure effective, compliant and well-functioning employment practices. This includes developing smooth processes relating to: recruitment, onboarding/offboarding, employment contracts, management of online HR systems, system access, performance management, and employee relations;

## Position Description

- Manage relationships with external HR providers and legal advisors to ensure timely, accurate advice to the CEO, compliance with employment law, and alignment with best practice. Translate advice into operational action, ensuring matters are appropriately implemented, managed or escalated;
- Oversee the development, implementation and regular review of HR policies and procedures to ensure legal compliance and best practice. Support staff development and training programs to enhance employee skills and performance, working closely with the Director of Legal Practice and Legal Practice Coordinator;
- Lead recruitment for operations roles and support broader organisational recruitment processes, including role scoping, advertising, selection processes and onboarding. Contribute to workforce planning, retention strategies and organisational capability development;
- Working closely with external HR advisors and the Executive Assistant & Office Manager, oversee and coordinate core employment processes, including: onboarding and offboarding (including orientation); employment contracts and variations; system access and permissions; maintenance of HR systems and records. Ensure these processes are timely, accurate and provide a positive staff experience;
- Work closely with external HR advisors and Managers, support the implementation of performance management processes, including annual reviews and ongoing performance conversations as well as the management of HR related issues and incidents.

### Selection Criteria

---

#### ***Essential***

1. Relevant tertiary qualifications and/or demonstrated experience in operations management, business management, ICT, finance or a related discipline;
2. Proven experience in a senior operations or business services role, ideally within a small or complex and fast-paced organisation requiring management of multiple projects and priorities and deadlines, and hands on work;
3. Demonstrated experience leading business operations across multiple functions (e.g. finance, ICT, HR and administration), including managing staff and/or volunteers and fostering a culture of accountability, collaboration and continuous improvement;
4. Strong financial acumen, including experience with budgeting, forecasting, financial reporting, audit processes, and managing grant-funded programs;
5. Demonstrated ability to improve financial systems and processes;
6. Strong capability in ICT and systems administration, including experience managing or optimising organisational systems (e.g. CRM, case management, document management or workflow tools), and using data to improve reporting, decision-making and service delivery;
7. Demonstrated experience supporting organisational compliance and risk management frameworks, including policy development, privacy, and regulatory obligations.

## Position Description

### ***Desirable***

1. Experience working in a face-paced and responsive organisation, such as a community legal centre, legal assistance sector, or similar community or not-for-profit organisation;
2. Demonstrated cultural competence and experience supporting diversity, equity and inclusion, including contributing to a culturally and psychologically safe workplace;
3. Demonstrated ability to work independently, exercise sound judgement, and manage competing priorities with minimal supervision.