

FINANCE AND OPERATIONS MANAGER

Reporting to the CEO, the **Finance and Operations Manager** is an integral part of the WLSWA management team. Responsible for providing financial, operational and corporate management to WLSWA, this is a position that requires dynamic management and a breadth of technical skills. The Finance and Operations Manager is accountable for finance and accounting, IT, HR including WH&S, risk management, operational control, office management and project management functions. The Finance and Operations Manager will also work with the Finance Sub-Committee, Audit and Risk Committee and Board as appropriate to ensure that WLSWA policies and procedures are implemented and adhered to.

POSITION NAME	Finance and Operations Manager
CLASSIFICATION LEVEL	TBC - Level 4/5 SACS Award
REPORTS TO	<u>Chief Executive Officer</u>
SUPERVISES	Finance and Operations volunteers, non-legal interns.
TENURE	Permanent - subject to funding
HOURS	37.5 hours per week, with flexible working options
DATE CREATED	August 2020

ABOUT WOMEN'S LEGAL SERVICE WA The Women's Legal Service WA Inc (WLSWA) is a not for profit community legal centre funded to provide free legal services for women in Western Australia. We employ a number of lawyers and legal personnel, working to redress inequalities in the legal system that adversely and disproportionately affect vulnerable women by providing quality information and expert assistance in family law, child protection and compensation for criminal injuries matters. We focus on victims and survivors of family and domestic violence.

Operating holistically with other agencies and providers, WLSWA also promotes women's human rights and equality through law reform advocacy, community legal education (CLE) and professional development training, embracing innovation in responding to emerging issues in the legal landscape as well as promoting individual justice and safety. WLSWA also undertakes several outreach projects to specific target groups in partnership with other agencies.

WLSWA is governed by a Board of Management, comprising up to 11 members elected at the Annual General Meeting. We receive core funding from the Commonwealth Government Community Legal Services Program administered through Legal Aid WA with some state and other funding for specific projects.

**POSITION
OVERVIEW**

WLSWA underwent a staff restructure in 2020 which saw the creation of a Chief Executive Officer (CEO) and Principal Legal Officer (PLO) position. The CEO is the strategic leader and overall executive manager for the organisation, while the PLO manages the legal practice.

The Finance and Operations Manager's role is to provide advice and direction in relation to financial and operational issues to the CEO at Women's Legal Service.

Context in which the job operates

- Centre of excellence culture being developed
- More externally focused
- Promotes an Employer of Choice culture
- Promotes a culture of social justice and human rights
- Considered a very active and networked organisation
- High public profile as a result of good use of media and branding

We are looking for an outgoing, enthusiastic person. Common sense and a "can do, will do" attitude will ensure the position holder is empowered to work autonomously. The successful applicant will support gender equality through which we assist women and share our passion for their education and empowerment within the legal system to reshape and improve the quality of their lives.

The position is at all times subject to ongoing funding and the capacity and resources of the organisation.

RESPONSIBILITIES

1. Leadership

- ✚ As part of WLSWA's Leadership Team, support the CEO by providing strategic advice and direction in relation to financial and operational issues designed to achieve WLSWA's strategic objectives.
- ✚ Work closely with the CEO to foster an environment of continuous improvement, encouraging staff to review and suggest changes to current practices in order to evolve, improve and provide services to clients that reflect contemporary best practice.
- ✚ Support the CEO with corporate governance and innovation and change outcomes.
- ✚ Research and draft documents for review and presentation to the Board of Management, committees and the CEO.
- ✚ Together with CEO and service delivery leads develop program specific KPIs and monitoring processes. Develop and execute implementation plans for new programs in a methodical and structured manner to align with strategic objectives.

2. Finance

- ✚ Management of the financial operations of WLSWA, ensuring appropriate financial records are maintained in accordance with relevant standards and regulatory practices.
- ✚ Assist with document preparation for year-end audit.
- ✚ Develop, recommend and manage the annual operational budget in line with WLSWA strategic and operational plans and in consultation with the CEO and the Board
- ✚ Manage finance and accounting operations of WLSWA:

- oversee sound accounting practices, systems and procedures of financial reporting
- maintain the assets register
- prepare a comprehensive budget and monthly reporting against budget
- manage the payroll process including monitoring timesheets and leave taken, new hires and terminations
- investments
- ✚ Ensure WLSWA appropriately plans its current and future activities, represented in plans, budgets and forecasts, to aid the proactive development of WLSWA to achieve the organisation's goals, objectives and performance
- ✚ Support the outsourced finance function including processing payroll, accounts payable and accounts receivable on a fortnightly basis.
- ✚ Manage relationship with outsourced finance provider.
- ✚ Support the Treasurer in preparing monthly financial reporting to the Board.
- ✚ Analysis/interpretation of financial performance vs budget/targets
- ✚ Implement cost reduction measures including effective procurement as appropriate
- ✚ Mitigate and manage risk and financial exposures
- ✚ Ensure appropriate internal controls over financial controlling activities are designed, documented and operating effectively
- ✚ Prepare annual report and plan and execute AGM
- ✚ Liaise with Finance and Audit and Risk Sub Committees as required

3. Operational Management:

3.1. Information Technology

- ✚ Oversee the effective implementation and maintenance of IT systems and support including the establishment of processes and metrics necessary to monitor that service delivery is functioning successfully and within budget
- ✚ Evaluate and lead the implementation of appropriate CRM and finance systems
- ✚ Analyse and advocate for IT solutions, innovation and improvements in hardware, software for business improvement together with the team as required
- ✚ Develop, implement and maintain an IT and cyber security strategy appropriate to the size, complexity and risk management needs of the organisation.
- ✚ Assist in the implementation of WLSWA Social Media Strategy and maintenance of WLSWA social media sites, including website.

3.2. Human Resources

- ✚ Oversee all HR and WH&S matters to ensure WLSWA has the people and organisational capabilities to succeed and meet WLSWA's strategy and goals
- ✚ Oversee the implementation of effective and efficient HR practices.
- ✚ Provide high level advice, guidance and support to CEO on all aspects of human resources, including legislation, award levels, performance management, staff reviews and grievances.
- ✚ Prepare HR documents, such as employment contracts, letters of variation and other employment documents.
- ✚ Answer employees queries about HR-related issues, including salary sacrifice arrangements.
- ✚ Ensure employee records are kept confidential and stored safely.

3.3 Risk Management

- ✚ Proactively manage risk, compliance and regulatory activities across the organisation including accreditation requirements with NACLC, ACNC and as an incorporated association.
- ✚ Oversight of appropriate risk identification and compliance frameworks, to ensure WLSWA

- meets its statutory obligations
- ✚ Maintain internal policies and procedures associated with operations, governance, finance and other risk management activities
- ✚ Liaise with Audit and Risk Sub Committee as required

3.4 Fundraising and Marketing

- ✚ Assist in identifying and preparing funding submissions.
- ✚ Support the overall marketing strategy including maintaining the integrity of branding in all WLSWA activities.
- ✚ Advance planning for events by developing a two-year calendar of potential events and related activities with approval by CEO.
- ✚ Coordinate key events including AGM, Annual Corporate event, stalls and forums and other marketing opportunities as and when required.
- ✚ Prepare marketing materials including newsletters, brochures, graphics as required
- ✚ Plan, research and develop donor database/CRM.
- ✚ Recruit and oversee volunteers to assist with aspects of the fundraising and marketing strategy as required process

3.5 Office Management and Administration

- ✚ General office management including maintaining equipment, premises, supplies and key outsourcing arrangements
- ✚ Liaise with landlord and other building and office service providers as needed for the efficient operation of the premises
- ✚ Produce high quality documentation for internal and external parties including policies, reports and letters.
- ✚ Support internal and external meetings including organisation and minute taking.
- ✚ Maintain executive confidence and protect operations by keeping relevant information confidential and secure.
- ✚ Monitor and evaluate grant reporting activities, including compilation and submission of reports to funders.
- ✚ Support legal and executive staff including travel arrangements as required.
- ✚ Provide backup for general reception and administrative duties as required.

3.6 Other duties as directed by the Chief Executive Officer

- ✚ Sector engagement and development tasks, such as involvement in Community Legal Centres Association WA and broader sector networks.
- ✚ Other duties as directed by the CEO.

SELECTION

Qualifications, knowledge and experience

CRITERIA

- ✚ The Finance and Operations Manager will be a Chartered Accountant or a CPA.
- ✚ Membership of other appropriate professional associations will be an advantage.
- ✚ Minimum 5 years' experience at senior level in financial management.
- ✚ Demonstrated capability in financial management, budgeting, reporting and control
- ✚ Experience in annual budget process, management accounting, financial reporting and costing for events & fundraising
- ✚ Proven experience in staff management and strong people management skills
- ✚ Proven experience in building a culture of continuous improvement
- ✚ Problem solving skills

- ✚ Value driven professional with integrity and ethics to maintain confidentiality
- ✚ Advanced IT, including expertise with CRM and other databases, software packages, websites, social media platforms, online research tools, graphic design cyber security
- ✚ An inspiring and empowering management style with proven success in developing and managing high performing teams
- ✚ Excellent verbal communication and interpersonal skills, including the ability to negotiate, influence, develop trust and maintain flourishing working relationship
- ✚ Demonstrated organisational skills and experience of the highest order with ability to produce results under pressure; be innovative and flexible and show initiative.
- ✚ Demonstrated excellence in stakeholder management and customer service.

Organisational Fit

- ✚ Ability to:
 - work in a small team
 - organise a daily workload by priorities
 - meet deadlines in a fast paced, quickly changing environment
- ✚ Demonstrated commitment to social justice.
- ✚ Knowledge of issues facing disadvantaged women and a desire to work for women's equality.
- ✚ An understanding of the cultural needs and safety of Aboriginal and Torres Strait Islander women and of women from culturally and linguistically diverse backgrounds, with a willingness and empathy to learn more.
- ✚ Ability to work constructively and collaboratively in a team environment
- ✚ Willingness to actively participate in all WLSWA activities
- ✚ Demonstrable emotional intelligence, empathy and strong interpersonal skills
- ✚ Reliable and hardworking, with high levels of enthusiasm and energy
- ✚ An entrepreneurial approach with an ability to identify and act upon opportunities
- ✚ Excellent problem-solving skills with capacity for proactive and dynamic thinking
- ✚ Demonstrated experience setting high standards of performance for self and others

Highly Desirable

- ✚ Experience in finance and operations or management of community not for profit organisations.
- ✚ Occupational health and Safety Management skills and training.
- ✚ Human Resource management experience.
- ✚ Knowledge of the legal system, practices and procedures.
- ✚ Previous work with disadvantaged women.
- ✚ Experience working with First Nation Australian women and women from culturally and linguistically diverse backgrounds.

APPENDIX 1 – APPLICATION PROCESS

We strongly encourage applications from people from diverse backgrounds including Aboriginal and Torres Strait Islander, culturally and / or linguistically diverse backgrounds.

Please include in your application:

- A cover letter outlining your interest in the position and relevant skills; and
- A curriculum vitae (limited to 4 pages) outlining:
 - o your contact details – phone and email
 - o your experience including relevant employment specifically highlighting leadership experience, funding development experience, results orientation, strategy development and execution and PR/brand building experience together with qualifications

FURTHER QUESTIONS	For a confidential discussion about the position, please contact Gillian Booth-Yudelman at gillian@wlswa.org.au .
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SUBMITTING YOUR APPLICATION	<p>Applications should be submitted by email by the closing date of Friday 2nd October 2020 at 5pm WST.</p> <p>Please note: screening and interviews may take place prior to the advertised close date. As such, please submit your application as soon as possible.</p> <p>Please send your application to chairperson@wlswa.org.au with the subject line “Application: Finance and Operations Manager”</p> <p>Receipt of all applications will be acknowledged by email. All applications will be treated in strictest confidence.</p> <p>We look forward to hearing from you.</p>
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