



metro assist

Operations and Compliance Manager

- An exciting senior leadership opportunity within a purpose driven Not-for-Profit
- Salary package from SCHADS Award Level 7 to 8 (commensurate with experience)
- Attractive Not for Profit salary packaging options
- Hybrid working environment
- Full time fixed term contract

About us

Metro Assist Limited is a purpose and value driven organisation, and we provide vital community service supports that makes a real difference to the wellbeing of individuals, families, and communities. We work with newly arrived migrants and refugees, families experiencing vulnerabilities, people experiencing financial hardship, domestic violence, and homelessness issues.

Our values are:

- Caring – We have compassion for our clients, colleagues, and community.
- Respect – We treat everyone with dignity and respect.
- People focus – We put people at the centre of all that we do.
- Integrity – We act with integrity and honesty.
- Accountability – Each of us is responsible for our own work, actions, and decisions.

More information about Metro Assist is available on our website www.metroassist.org.au.

About the role

Reporting to the CEO, the Operations and Compliance Manager is an executive leadership position and a key contributor to the strategic direction and impact of the organisation. The role is responsible for leading key strategic priorities of Metro Assist in the areas of Risk and Compliance Management including Work Health and Safety, Service Governance Policy and Quality Assurance, Facility and Asset Management and Business Support systems including ICT and client service functions.

You will be required to review and develop fit-for-purpose systems, policies, and processes across a number of operational areas including service delivery and promote a culture of continuous improvement throughout the organisation. You will play an integral part in ensuring Metro Assist teams are meeting their regulatory and service agreement requirements and are acting in accordance with all relevant legislation and organisational policies.

You will have a strategic approach to people, policies, systems, infrastructure and governance, and can identify effective solutions to complex problems. You will assess facilities, infrastructure and ICT systems requirements of the organisation and ensure that the proper arrangements are in place to enable the effective operation of Metro Assist.

You will have finance and business acumen and will manage workforce and preparation of budget, monitoring expenditure and managing financial performance within your area of responsibility.

If you have the above skill sets, your values are aligned with ours and you are passionate about the successful delivery of an organisation's mission and strategic objectives then we would love to hear from you!

The salary is based on the SCHCADS Award with Above Award rates of pay and additional paid wellbeing leave days are provided to all staff. Generous salary packaging options are also available to increase your take home pay. The successful applicant will benefit from ongoing support and supervision, and have access to our confidential Employee Assistance Program, offering a range of wellbeing supports.

Essential Selection Criteria:

- Post graduate qualifications in Business Management, Community Sector Management, Quality and Risk Management or other relevant qualification.
- Prior Experience in a similar senior management or executive level role in human services and/or NFP environment.
- Proven track record of successfully leading the development and implementation of organisational risk management, service and clinical governance, quality management, Work Health and Safety, and operational framework, systems, program, policies, and procedures in complex service setting.
- Experience in establishing sophisticated business support systems, client management System and ICT systems.
- Substantial experience in managing leases, insurances, facilities and administration.
- Understanding of the human service sector Standards and legislative frameworks underpinning human service sector compliance requirements such as Child Safe Framework, Privacy Act etc.
- Extensive people leadership experience, high emotional intelligence, and a demonstrated ability to build positive working relationships and communicate effectively with internal and external stakeholders.
- Change management experience, particularly in relation to leading change, building support, staff buy-in and commitment.

Desirable Selection Criteria

- Experience in ISO/NDIS/Aged Care Accreditation

HOW TO APPLY

Applications close 3 March 2024 and must be submitted to: recruitment@metroassist.org.au

Your application must address each of the selection criteria and include:

- A cover letter.
- Statement against selection criteria (application will not be accepted without this)
- A current resume including your full name, postal address and contact number
- Two of the most recent work-related referees stating names, positions and contact details

For enquiries and any confidential discussion in relation to this position, please contact our HR Manager Michelle Aldred on (02) 9789 3744 or email: recruitment@metroassist.org.au

We aim to appoint the right person to this role as quickly as possible to ensure a smooth transition. For this reason, we encourage you to apply early, as we will consider interviewing suitable candidates prior to the closing date.

For enquiries regarding this position, please contact Michelle Aldred on (02) 9789 3744 or email: recruitment@metroassist.org.au

Please note that only shortlisted applicants will be contacted.

Metro Assist is an Equal Opportunity Employer and supports an inclusive approach in the workplace. We celebrate our diversity and welcome applications from all cultures, ages, religions, genders, LGBTQIA+ people, Aboriginal and Torres Strait Islander peoples, and people with disabilities.

All offers of employment are subject to a satisfactory National Police Check and provision of a current Working with Children Check.

The successful applicant will be required to provide evidence of appropriate legal rights to work in Australia.