

Operations Coordinator

Position Title	Operations Coordinator
Reports to	Operations Lead
Salary Range	\$70k - \$78k per annum pro rata + superannuation
Location	Home office, anywhere in Australia
Capacity	0.8 FTE - 2 year fixed term contract, with possibility of extension depending on performance and funding.

ORGANISATION PURPOSE

[Collaboration for Impact](#) exists to create a more equitable and inclusive Australia where people, place and planet thrive. Our purpose is to build a powerful movement of people able to change systems and drive large-scale impact.

We believe in a society that is able to solve complex challenges, seize opportunities and thrive, with communities at the centre of the decisions that affect them. We believe in a society that acknowledges and values the resilience, knowledge, wisdom and teachings of the oldest living culture on the planet. We are helping create this future by:

- increasing the capacity of changemakers everywhere to think and act systemically
- building the collaborative capacity required to address Australia's unreconciled history of colonisation.

HISTORY

Kerry Graham and Liz Skelton founded CFI in 2015 to provide direct capacity building support to collaborations. CFI is now an established network of leading practitioners in collaboration and systems change who provide capacity building to over 40 initiatives nationwide. CFI has experienced extraordinary growth over the past few years, transitioning from a core team of two Directors and General Manager to a team of 12 staff and a network of 25 practitioners. CFI is now a leading intermediary in the field of systems change. We have established strong national and international partnerships, and have developed and curated world class learning platforms on collaboration and systems change in [Platform C](#) and [Deep Collaboration](#). These platforms are in their first iteration and are gearing up to provide ongoing learning, knowledge sharing and practice development across Australia.

FUTURE

Supported by philanthropic investment in its core funding and a strong pipeline of key clients nationally, CFI has a 3 year strategy (2020 - 2023) to:

- scale CFI's impact through growth and movement making
- develop the foundations for greater impact in 2020/2021
- transition to a sustainable business model by 2023.

This strategy and investment will enable more people and collaborations across Australia to apply systems change thinking and approaches to entrenched complex challenges faced by people, places and the planet.

ROLE PURPOSE

Deliver operational support for internal systems, policies and processes, procurement, employment and network contract management and insurance, risk and compliance to ensure CFI is a productive, efficient and compliant networked organisation delivering significant social impact.

This role will contribute to achieving the following transitions as CFI scales:

Transition from...

From agile and adhoc processes and systems take up

From a stretched Core Team

To...

To more formalised and streamlined processes and systems with adequate implementation support.

To a well-resourced Core Team with adequate implementation support.

RESPONSIBILITIES

Key responsibilities of the role are set out below under:

- **Routines** – daily, monthly, quarterly and annual responsibilities
- **Relationships** – working and organising with others to achieve purpose and vision
- **Decisions** – your role in making and supporting decisions
- **Strategy 2020-2023 Deliverables** – the role is responsible for contributing to three strategic projects.

These responsibilities describe the general nature and level of work being performed by this role. They are intended as an enabling list.

ROUTINES

Governance *Governance¹*

- Induct Board members into CFI systems and capture Director user requirements when new systems or system changes are proposed.

Procurement support *Operations*

- Support CFI people to source and engage local suppliers within ethical procurement guidelines.

¹ *Italicised nouns are short titles for routines and projects used within CFI.*

- System administration**
Operations
- Administer technology subscriptions within the technology budget.
 - Conduct market scans and prepare advice on new functions or new systems that will improve the efficiency, integration and security of CFI systems.
 - Administer the *Working from home, bring your own device* allowance and arrangements. Ensure Core Team and Network Members have support in proactively using systems productively.
 - Establish self service and telephone systems support.
- Policy and process administration**
Operations
- Develop and maintain the register of policies.
 - Develop and maintain the operations manual and operations processes.
 - Coordinate and conduct induction for new members of the Core Team and Production Network Members.
 - Ensure policy and processes are known, understood and implemented.
 - Support the organisation to develop and maintain business continuity planning and testing.
- Project administration**
Operations
- Provide leave cover for the Practice Coordinator in preparation of proposals, project initiation and administration.
- Website**
Communication
- Add Network and Core Team members to the website, upload recruitment advertisements and role descriptions, and provide basic cover for Digital Lead leave.
- Recruitment and employee administration**
People
- Manage the administration, insurance and records of employment contracts, and support HR processes including recruitment, register of role descriptions, induction materials and schedules, organisation charts and emergency contact information.
- Reporting and compliance**
Operations
- Prepare routine Network Member and contractor agreements.
 - Register CFI, Network Member and contractor insurances.
 - Maintain a register of signed contracts and proactively manage these at end of life.
- Client Relationship Management**
Communication
- Establish processes and support for the Client Relationship Management System and engage users in regular monitoring of system use and data quality.
 - Input new Network Members, independent contractors and partners.
- Operations**
Operations
- Use and develop CFI systems and processes to ensure the efficiency of your work and recordkeeping, and the work of Core Team and broader Network Members.

- Culture**
Culture
- Be an active member of core team and broader network life and culture.
 - Participate in the rhythms and rituals that hold the Core Team and Network in place and connected whilst working remotely.
 - Role model the principles of the networked organisation.
 - Lead in reflection, evaluation and learning as a foundation of collaboration, capacity building and impact.

RELATIONSHIPS

The table below sets out key relationships and the focus of the relationship.

- | | |
|-----------------------------------|--|
| Board | ➤ With the support of the Operations Lead, establish professional relationships within preferred channels of communication to ensure Directors feel supported to use any CFI systems they require to acquit their responsibilities within the networked organisation. |
| CEO | ➤ Support the CEO to use and troubleshoot any systems they require to acquit their responsibilities within the networked organisation. |
| Operations Lead | ➤ Seek boundaries and advice, recommend priorities to achieve strategy within limited resources, report progress and raise improvements and emerging issues across Executive Assistant, Governance and HR responsibilities. |
| Practice and program leads | <ul style="list-style-type: none"> ➤ Support practice and program leads with systems, policy and procedure compliance, procurement and contract management to increase the productivity and efficiency of CFI. ➤ Support the Operations Lead to work with practice and program leads to improve the efficiency of systems and processes underpinning service delivery, share resources to meet targets and ensure compliance with regulatory frameworks and policies. ➤ Support the Operations Lead to engage practice and program leads in the development and testing of business continuity plans. |
| Coordinating roles | ➤ Work with other coordinating roles to share knowledge of CFI standards and processes so you are capable to cover for each other during periods of leave and support the development, testing and implementation of business continuity plans. |

- Core Team and Network Members**
- Facilitate access to, security of self services and telephone systems support for, CFI systems.
 - Support people to understand and apply policies and procedures, and review application of policies and procedures prior to sign off on request.
 - Engage members in compliance with contract and insurance registers and other processes.
 - Collaborate with, support, be supported by and work with mutual accountability for the health, safety and success of the Core Team and broader Network.

DECISIONS

- Recommend system and process changes.
- Manage existing system subscriptions within budget.
- Recommend corporate suppliers within the CFI ethical procurement framework.

EDUCATION & EXPERIENCE

- Qualifications in IT, Business Analysis or Process Improvement

CAPABILITIES

- Highly advanced self and time management and coordination skills with superior numeracy and literacy skills and attention to detail and accuracy.
- Self-awareness, cultural awareness and communication skills and ability to work effectively with diverse stakeholders, holding multiple actions and requests with calm authority and confidentiality.
- Capacity to draft policies and processes working to external standards and with guidance, to state clearly and simply the purpose, objectives and practices expected, and to demonstrate alignment to the values and strategy of the networked organisation.
- Working knowledge of recruitment, procurement, contracting and vendor management policies and practices and capacity to manage contracts, contract records and performance issues in a fast-paced start up environment.
- Super User capability for a range of software as a service solution designed for small, startup offices and ability to introduce system and process innovation and improvement.
- Ability to work and support others to work efficiently and effectively remotely using a range of online software, and contribute to and follow policy and processes that embed CFI vision and values.
- Personal commitment to the purpose and principles of the networked organisation, a strong sense of accountability demonstrated in self and team organising and passion to role model self-reflection, evaluation and learning as a foundation of innovation, collaboration, capacity building and impact.

STRATEGY DELIVERABLES

	Responsible for ...	Contribute to....
Strategic Pillar 1: Building capacity for Systemic Change	Objective 3: CFI is developed as a diverse leading-edge network of Australian practitioners with the competence and confidence to support systems change initiatives across Australia.	
	N/A	Project 1.3.2 <i>Network model, infrastructure & processes</i> Building the model, infrastructure and processes to be a diverse, leading-edge Network of Australian systems change practitioners.

	Responsible for ...	Contribute to....
Strategic Pillar 3: CFI has thriving and liveable infrastructure, skills and capacity for scaling as a network of impact to shift conditions that hold complex problems in place	Objective 6: CFI has a thriving culture and sustainable infrastructure able to scale our impact.	
	N/A	Project 3.6.5 <i>Strengthening Operational Systems</i> Strengthening CFI operational systems to ensure they support the impact and sustainability of CFI. Project 3.6.6 <i>Digital Strategy</i> Implementation of a digital strategy that supports all aspects of CFI business, identifies new opportunities that align to strategic objectives.