

Head of Operations

Division:	Executive		
Group:	Business Operations	Classification level:	Head of Department
Reporting structure:	Reporting to: CEO Direct Reports: Functional / Project Team Leaders External Relationships: Councillors, CEOs, and relevant staff at all 79 Victorian councils, associate memberships, and relevant stakeholders.		

Our Business

The VLGA is an independent membership-based governance organisation supporting councils and councillors in good governance

Our Purpose

Our overriding value is to strengthen and support good governance in local government that will enable, promote, and facilitate trust and confidence in the sector.

We create value in the following ways.

- We marshal thought leadership for the sector across a wide variety of topics.
- We present high calibre panels of professionals, agency leaders and senior bureaucrats and Ministers in areas relevant to the sector.
- We facilitate highly relevant discussions on complex issues which are readily accessible to all.
- We are agile and adapt our service offering to meet the needs of our member organisations.
- We advocate and represent the position of local government to other levels of government.
- We are engaged (and sought after) as a peak body - the independent local government governance organisation - to participate in forums, think tanks, advisory committees convened by government, academic institutions, and other lead agencies.
- We provide resources, information, professional development, and education and undertake projects and events that support good governance and leadership.
- We deliver funded programs which meet the strategic priorities of the government of the day.
- We advocate for participation in local democracy that is inclusive and represents the diversity of the community and deliver programs that build the capacity of candidates and councillors.

Position Statement

The Head of Operations supports the CEO in leadership of the executive team and managing the day-to-day operations of the organisation, its people, and resources.

The Head of Operations assists in the practical implementation of the strategy approved by the board and helps ensure that the organisation's structure and processes meet the strategic and cultural needs of the organisation.

The VLGA team is a small but high performing team that consistently collaborates to deliver outstanding results for VLGA members and stakeholders.

Responsibilities

The key duties and tasks that the incumbent will be required to undertake are:

- Ensuring the operational activities and capabilities of the VLGA reflect the strategic priorities of members, including responding appropriately to changes that may occur over time.
- Strengthening the operational capacity of the VLGA to:
 - marshal thought leadership on key issues impacting local government
 - promote good governance and leadership; and
 - support participation in local democracy that is inclusive and represents the diversity of the community, including delivery of programs that build the capacity of candidates and councillors.
- Supporting the CEO in effectively advocating to all levels of government through formal and informal channels as required on behalf of members.
- Providing strategic advice and counsel to the CEO, Board, personnel, and members; and
- Operational responsibility for project delivery.

Delegations, authority levels and decision making

The incumbent is responsible to the board, through the CEO, in terms of strategic direction. The incumbent is also responsible for making and implementing decisions through instruments of delegation around the organisation's response to the evolving business landscape and the day to day running of the VLGA and its outputs.

It would be expected that the Head of Operations takes a lead role in certain settings, acting on behalf of the CEO, and providing ongoing advice on these matters to the CEO.

We encourage innovation that protects and promotes the quality of our brand in the market.

Qualifications

- Tertiary (preferably including post-graduate) qualifications in Finance, Business, Public Administration, or other related disciplines; and

- minimum 5 years' experience in an executive leadership support role and/or providing executive level counsel and advice.

Key management skills

- **Strategic Relationship Management:** a demonstrated understanding of accountabilities and strategic objectives of stakeholders to support optimal relationships. Able to understand complex policy issues and contribute to internal and external messaging including media responses.
- **Planning and organisation skills:** the ability to prioritise and organise own workload methodically and efficiently
- **Teamwork:** ability to work as part of a small team and take a flexible approach to work.
- **Flexibility:** be adaptable, receptive to innovative ideas, respond and adjust easily to changing work demands and circumstances. Occasional after-hours work may be required to support VLGA events
- **Problem solving:** a high level of competence involving complex issues.
- **Risk Management**
 - Ensure that activities, functions, and responsibilities are carried out in accordance with statutory obligations and legal procedures, with minimal exposure to risk and litigation.
 - Create an environment where risk management is accepted as a responsibility of staff
 - Maintain overall responsibility for the effective management of all types of risk.

Key selection criteria

- **Strategic Thinking:**
 - High level strategic, conceptual, and analytical capability in a complex environment.
 - Demonstrated ability to deliver outcomes with a material impact for the VLGA and its stakeholders.
- **Productive Relationships:**
 - Ability to motivate, engage, develop, and manage people in a manner that promotes the VLGA's values.
 - Demonstrated integrity to build strategic partnerships and effective relationships with key stakeholders to engender goodwill, stakeholder trust and effective engagement.
 - A high standard of professional judgement and integrity and capacity to promote these in the organisation.
- **Communication and interpersonal skills:**
 - Politically astute with demonstrated highly developed written and verbal communication skills,
 - Competent in negotiation, conflict management and influencing skills to achieve sustainable and mutually beneficial solutions.
 - Demonstrated ability to prepare and clearly articulate high quality briefing papers and reports.
Ability to influence and involve people from different areas and disciplines to produce solutions and strategies that are supported by the VLGA and external stakeholders
 - Ability to negotiate with a diverse range of people including staff, external organisations, and government agencies.

➤ **Role specific criteria:**

- High level skills and experience in the strategic management and delivery of the value proposition of the VLGA,
- Comprehensive knowledge of relevant Acts, Regulations,
 - Ability to organise programs and work priorities of self and others to achieve the objectives of the VLGA

Key result areas/job outcomes

➤ **Demonstrated understanding of:**

- Political, statutory, and administrative context of local government.
- Components of good governance and ethical leadership.
- Stakeholder relationships, IAP2 framework and community engagement.
- Best practice strategic procurement models.

➤ **Demonstrated ability to:**

- Analyse or systematically scan the operational and strategic environment.
- Research, benchmark, analyse data, and making recommendations.
- Create systems and processes to streamline operations.
- Develop and manage strategy, policy, action plans and any resultant advocacy.
- Oversee large, cross-functional organisation-wide projects or initiatives.
- Bring together multiple stakeholders and help drive decisions.
- Identify training needs across a range of good governance themes.
- Prepare training materials, deliver, and review training in online and face-to-face formats.

➤ **Directly support the CEO through:**

- Assisting to set strategic priorities: Identifying areas where the VLGA might direct focus and identifying metrics for success.
- Strategically managing opportunities and workflow by working with the team, evaluating opportunities, and determining fit with priorities.
- Supporting Annual strategic planning for the VLGA.
- Creating & updating dashboards for reviewing key performance indicators.
- Overseeing the full hiring processes from drafting & posting job descriptions through to screening and contract offers to the preferred candidates for operational roles at VLGA.
- Ongoing line management of VLGA personnel.
- Reviewing internal and external communications: support to drafting of newsletters, reports, speeches, or presentations for the CEO.
- Prepare policies, reports, agendas, and minutes in relation to meetings of the Board and the Governance and Risk Committee.