

JOB DESCRIPTION

Job Title:	Chief Operating Officer	Reports to:	Chair of the Board
Approved by:	Griefline Board	Date approved:	2020

Job Overview

The position of the Chief Operating Officer (COO) is a role of leadership that through working directly with the Leadership Team and The Board to ensure operational excellence to support the strategic direction of the business within financial resources.

The role of COO ensures that the delivery methodology, systems and operational infrastructure maximise the connectivity opportunities and commitments to our clients.

The COO has the primary responsibility of leading the day-to-day operational to achieve the objectives and outcomes of the strategic plan, within operational and capital budgets. This role requires market foresight and flexibility to lead and grow the business through the exploration of new and more effective methods of achieving Griefline’s goals and optimised financial boundaries.

The COO’s focus is to assist and drive the organisation to execute long-term and short-term plans and directives by implementing judgement, vision, management, and leadership. This role requires creative thinking and collaborative work style, working to lead the support of Griefline’s needs in the community.

Key Accountabilities	Expected Outputs and Measurement
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Leadership	
Facilitate the achievement of creative and innovative solution delivery for Griefline and hence influence and lead business connectivity.	Lead to increased connectivity across the business, foster a culture that promotes ethical practices, customer focus, financial optimisation, and service and encourages individual integrity.
Assist the CCSO and the CMO in developing and overseeing the long-term business operational strategies that deliver Griefline’s short-term and long-term goals.	Develop, in collaboration with the CCSO and CMO, an annual operating plan that supports Griefline’s long-term strategy as formulated by the board.
Assist the Board in overseeing the company’s achievement and maintenance of a satisfactory competitive position within its industry.	Develop and implement objectives, policies and programs and set standards and targets. Analyse economic, social, technical, legal and other relevant data or trends.
Keep the Board fully informed in a timely and candid manner of the conduct of the day-to-day operations of the business towards the achievement of its established goals and of any material deviations from the goals or objectives of Griefline.	With respect to operational matters, ensure communications, resolution of issues and project development in line with the Boards expectations.
Ensure the consistent implementation of workplace WHS practices for the business and oversee compliance with those practices.	As demonstrated through compliance to Safety obligations across all areas of the business, including assess and manage the principal risks of the business within operations.
Proactive management of operational function to ensure maximisation of performance and contribution to operational activities that lead the achievement of department goals, building talent for future business and individual growth.	<ul style="list-style-type: none"> • Maintain a positive and ethical work climate that is conducive to attracting, retaining and motivating a diverse group of top-quality employees at all levels.

	<ul style="list-style-type: none"> • Management of all employment and volunteer arrangements to ensure compliance of legislative, strategic and ethical values.
Working collaboratively with the CCSO and CIO to ensure a balanced approach to the optimised delivery of Griefline’s objectives, client services, professional development and the market leading delivery of community support for grief, loss and trauma.	<ul style="list-style-type: none"> • Financially sound and deliverable within budget. • All initiatives align to Griefline’s Values and strategic intent. • Optimise brand. • Optimise response to client needs. • Approved by the Board.
Ensuring that the business is kept in the most cost effective and beneficial position to maximise Griefline’s objectives.	As demonstrated through fiscal decision making in consultation with the Leadership Team, ensuring timely reporting where required.
Ensure all organisation activities comply with relevant acts, legal demands and ethical standards.	Ensuring thorough review and timely resolution of all operational requirements.
Working with the CCSO and CIO in establishing an appropriate organisational structure including developing and growth strategies.	To recruit skilled talent and retain the best optimise workforce, volunteer and employees, drive employee and volunteer engagement and develop strategies.
Measures effectiveness and efficiency of operational processes both internally and externally.	Ensuring the organisations standards are met and processes are improved in the most cost-effective manner, in-line with governance guidelines.
Represent the organisation in negotiations, at conventions, seminars and official occasions and liaise with other relevant organisations.	Represent the business to the highest standard of ethics at all times, sourcing key information to develop future growth strategies.
Ensure the security and protection and maintenance of company assets at all times.	Ensure practices are in place to maintain property security, employee and customer welfare, escalating business and individual risks as required.
Perform other functions related to the office of the COO or as requested by the Board.	Perform expectations to the highest standards of business integrity and personal ethics at all times.
Functional	
Responsible for the optimised Financial Management of Griefline to ensure the planning, preparation and reporting of Griefline’s financial position at all times.	Preparation of proposal and supporting budget for all Griefline programs in line with the Board Proposal Guidelines.
Responsible for all financial reporting requirements for day to day cost management and the Board reporting requirements, and the AGM.	<ul style="list-style-type: none"> • Board Reporting preparation at least three (3) days prior to the Board meeting. • Active participation and responsibility for Griefline’s serve provision cost and forecast management/reporting. • Demonstrate leadership in the Leadership Team to deliver a financially viable and sustainable organisation.
Responsible for processing of all data capture and reporting to provide real time service activity analysis including identification of trends and business opportunities.	<ul style="list-style-type: none"> • Monthly reporting. • Compliance by all volunteers and employee data capture needs. • Proactive trend analysis to develop strategies with Leadership Team for Board consideration and approval.

Scoping, delivery and optimised IT infrastructure to service the organisation's current and future needs.	Optimise IT and Telecommunications system design and selection to optimise cost model for the business.
Ensure the review and sign off from the Board prior to entering any contractual arrangements.	All contract proposals supported with full cost, benefit/resource planning analysis.
Responsible for the organisation and supporting documents for all Annual General Meeting (AGM) and governance body reporting requirements.	<ul style="list-style-type: none"> • Full AGM timeline and document preparation timeline, allowing appropriate time for the Board sign off, analysis adjustment and stakeholder communication. • On time, and accurate external party reporting.
Working with the CCSO to formulate and source all grant proposals and all required acquittals ensuring the submission of the proposal and document for the Board approval prior to approval.	<ul style="list-style-type: none"> • All grants and acquittals to the Board for approval and critical review prior to submission. • Proactive sourcing of maximum grant and philanthropic opportunity.
Other Responsibilities	
Provide support to the Leadership Team as required.	
Prepare all necessary reports and analysis as required by the Board to support their business analysis.	
Work actively with all Team members to ensure the smooth operation of the work environment and the achievement of all Griepline's goals.	
Operate all work activities in compliance with Company policies and procedures, including working in a safe manner as per the WHS requirements of the business.	

Skills, Experience & Qualifications		
Skills	Experience	Qualifications
<ul style="list-style-type: none"> • Influencing and relationship management skills • Negotiation Skills • Ability to work proactively as part of a team • Excellent written and verbal communication • Business Improvement work style • Ability to manage time efficiently and effectively • Analytical skills • Exceptional attention to detail • Exceptional PC skills • Highly developed data analysis and interpretation • Creativity and innovative work style 	<ul style="list-style-type: none"> • Project management experience an advantage • Demonstrate business leadership experience • Organisation Financial Management experience • Grant and funding proposal preparation and scoping desirable • Not-for-Profit optimised finance management 	<ul style="list-style-type: none"> • Tertiary qualifications an advantage • Minimum of two (2) years' work experience essential