

Position Description

Position: Operations Manager

Responsible to: Executive Director

Purpose of Position:

The Operations Manager provides operational, administrative (including financial administration) and project support to the work of the Council in Australia and New Zealand.

Principal Accountabilities:

Area of Accountability	Performance Indicators
Strategic and Statutory - In collaboration with the Executive Director, to develop operational plans to guide the organisation and utilisation of the workforce and operational resources to meet the priorities and objectives of the Council; - To keep up to date on any new government legislation and regulation that may impact on the operations of AVBC including those related to risks identified in the AVBC risk register; - To ensure routine risk and compliance duties (eg annual return to Consumer Affairs, insurances) are completed; - To be familiar with the work of the veterinary boards in Australia and New Zealand and be able to provide appropriate information and support as required.	Operational plans directly relate to strategic plans and the purposes and mission of AVBC. Executive Director and Council always receive accurate and up to date advice on the impact of any new government policies and compliance requirements for AVBC operations and are always alerted to potential financial and statutory risks.

Communication - Through appropriate rosters, ensure all phone calls, mail and enquiries receive responses from the appropriate personnel. - Ensure preparation, collation and distribution of agendas and minutes for Council meetings.	AVBC stakeholders always given access to accurate information and are satisfied with the welcome and assistance they receive. The referrals made are always appropriate. .
Clerical Support and Administration - File accounts and administration matters - Ensure filing system is resourced and organised well; - Ensure AVBC policies and procedures are up to date and reflect current practice; - Office and remote work is resourced as required including office lease management; - Manage travel and accommodation bookings; - Maintain stores and supplies; - Manage meeting organisation including overseeing catering; - Carry out sundry general administrative tasks; - Process and keep records of archive materials; - Arrange for general maintenance when required.	Documents, files and procedures are always easy to find. Administrative support of Council and committee members is always efficient and effective and tasks undertaken in a timely manner. Catering, accommodation, travel etc for Council and committee members is always organised efficiently with minimal adverse issues raised.
Human Resources - Organise induction of new employees - Process salaries - Ensure leave balances are accurate and updated - Ensure adequate WorkCover and insurance cover for personnel - With Executive Director, prepare for annual performance reviews - Monitor Occupational Health and Safety - Organise and record AVBC staff meetings - Monitor staff training	Staff are always paid correctly and leave balances are always correct. Work Cover and other staff related insurance always provide adequate cover. The procedures for staff performance reviews are always followed and reviewed when necessary. Staff facilities and OHS issues are always rapidly addressed.
Financial Processes and Accounts Process accounts payable weekly and accounts receivable to trial balance at the end of each month and produce financial reports. This includes: - Drafting and preparing accounts for payment approval; - Making payments and receiving authorisations; - Maintaining up-to-date accounts information on MYOB; - Processing debtors and creditors and data input; - Completing IAS and BAS report (in collaboration with the accountant if necessary); - Payment of quarterly superannuation guarantee and monthly salary sacrifice to superannuation; - Monthly reconciliations; - Working on an as needs basis with the accountant	All creditors are paid within their agreed timeframe. No accounts payable are older than two months unless in dispute and requests for early payment are always processed on a timely basis. Financial accounts and reports are always ready on a timely basis for Council meetings. Accounts are always processed promptly, records or accounts are accurate and up-to-date and financial reports are user friendly and provide the Executive Director and Council with the information they require.



and to produce user-friendly monthly financial reports • Preparing projections and comparatives against budget • Processing payments received • Filing banking summaries; • Maintaining asset register	
Audit Processes This includes: • Preparing year-end accounts and supporting documentation for accountant; • Scheduling milestones for auditors and providing documentation required by auditors in January/February; • Corresponding with the accountant, auditors and banks to meet publication deadlines for Annual Report; • Review and implement any audit recommendations; • Periodically assist in putting the audit out to tender	Ensuring that the audited financial accounts are always available for consideration at the May Council meeting. The cost of the annual audit of the financial report is always close to market value. Ensure the audit report reflects continually improving practices.
Support to the Finance, Audit and Risk Management Committee (FARMC) and the Council To provide effective support services to the FARMC and Council including: • The preparation of agenda and implementing or assisting in implementing decisions of the Committee and Council within agreed timeframes • To provide the Executive Director, FARMC and Council with timely, clear, up to date and relevant financial reports and advice • To assist the Executive Director in managing the work of the Council within negotiated boundaries	Work for Committee/Council is always completed within the agreed timeframes.
Annual Budget process • Prepare and seek Executive Director approval of the annual budget in conjunction with the relevant AVBC staff: • Ensure drafts are complete for August and October FARMC meetings ready for September and November Council meetings.	The Executive Director and relevant parties are always consulted about the annual budget. The annual budget is always completed in a timely fashion.



Technology including Telecommunication Systems • Ensure continuous improvement of systems that align with AVBC strategy and processes • Ensure backup and information security protocols are up to date and being implemented • Ensure staff receive relevant technology education and support • Liaise with providers of technology systems and services as required • Ensure non-IT hardware and office infrastructure eg photocopier/printer are regularly maintained • Manage the rolling replacement program for hardware • Monitor risk	Technology systems and applications meet the needs of the Council and any deficiencies are dealt with in a timely manner.
Teamwork Work with other staff towards common goals and establish effective collaborative relationships with colleagues.	Always works well with colleagues to ensure organisational goals are met.

Person specification

Education and training

- Evidence that educational background provides sound basis for skills required and flexibility to develop new skills as required.

Demonstrated Skills and Experience

- Experience in dealing with a wide range of people in a professional manner.
- Excellent interpersonal skills with the ability to relate well to a range of people, including those with limited English.
- Excellent self-management skills, including time management.
- Strong oral and written communication skills.
- Excellent bookkeeping and financial reporting skills.
- Excellent IT systems and applications skills including Microsoft Word, Excel, MYOB and CRM.
- Experience with project management, risk management, boards or committees

Personal Qualities

- Initiative.
- Commitment to providing an excellent client-oriented service.
- Commitment to self-development and improvement.
- Integrity and the ability to maintain confidentiality.
- Values driven.
- Methodical, co-operative and flexible.
- Willingness to work in a small team environment.
- A sense of humour and the ability to take and accept responsibility for actions.

