



POSITION TITLE	Chief Operating Officer
JOB PROFILE ID	MGO_SPSB_01_SJP
JOB CATEGORY	Professional
JOB FAMILY	Management and Operations
COMPENSATION GRADE	Senior Professional Staff Band B
MANAGEMENT LEVEL	19 Individual Contributor

POSITION DESCRIPTION SUMMARY

PRIMARY FUNCTION

The Chief Operating Officer manages the operational support and advice in the delivery of strategic plans. They lead the deployment of operational strategies, goals and practices. They also lead administrative support for the local leadership team.

DECISION MAKING AND DELEGATIONS OF AUTHORITY

The Chief Operating Officer works under broad direction with a high degree of autonomy. They set the strategic agenda collaboratively and are accountable for the achievement of goals and targets through the utilisation of resources, processes and operating activity. They use judgement to ensure effective application of governance and controls, and mitigation of risks.

KEY RELATIONSHIPS

Relationships	Position Title
Supervisor	35705 Director, Sydney Southeast Asia Centre - Professor Greg James Fox (Secondment)
Direct Reports	
Peer Relationships	Refer to the organisational charts in Workday to view peer relationships relevant to your role. Please Note- This option is only available to University staff.

RESPONSIBILITY DESCRIPTION

1. With the Centre Director, leads the implementation of the overarching integrated strategy for the Sydney Southeast Asia Centre, including supporting competitive research funding applications, external and internal partnerships.
2. Manage effective centre operations and administrative systems and practices, ensuring compliance with university policies and procedures.
3. Manage strategic and operational significance of incoming enquiries and correspondence, determine level of response required, obtain additional information as necessary.
4. Manage the flow of information including gathering background information and disseminating information.
5. Manage the drafting, reviewing, and formatting of correspondence and reports ensuring all documentation is available when needed, including dissemination of correspondence, and meeting agendas and minutes. Conduct investigation and analysis to formulate responses as required.
6. Manage expenditure and payment processing and assist with managing risk and health and safety within the executive office.
7. Develop and maintain excellent working relationships with key stakeholders and staff across the University, as well as with a broad range of external stakeholders internationally and nationally. Communicate to stakeholders on behalf of the executive office.
8. Manage relationships with external funding agencies, philanthropy and government partners relating to research and research impact.
9. Manage the performance and development of a team of operations staff.
10. Undertake other duties and manage small projects appropriate within the classification level as required.

EDUCATION

Education
Other - An equivalent combination of relevant training and experience
Postgraduate qualifications - In a relevant field

Only one Field of Study needs to apply. The Education requirements should be considered in conjunction with the Work Experience requirements.

CERTIFICATIONS

Certifications

SKILLS

Skills
A sophisticated appreciation of Southeast Asia as a region.
Ability to Communicate Effectively
Analytical and Problem Solving.
Computer Literacy.
In depth knowledge and understanding of the key strategic issues in a relevant academic field focused on the Asia-Pacific region, preferably including Southeast Asia
Negotiation and Influencing.
Organisation and Time Management.
Teamwork and Collaboration.

WORK EXPERIENCE

Work Experience
Establishing, monitoring and reviewing administrative procedures.
Financial management experience, including budget management.
Operational management
Staff supervision, training, mentoring and performance management experience.

CAPABILITIES

Priority Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Communicates with impact	Interacts with others clearly and effectively, using respectful verbal and non-verbal communication for the benefit of our students, staff and the communities we serve	ADV
Displays adaptability	Remains committed and persistent in the pursuit of goals, maintaining composure and professionalism, regardless of changing circumstances.	ADV
Takes accountability	Takes accountability for own actions and contributes to an inclusive, psychologically safe and high performance culture where people are inspired to thrive and realise their potential.	ADV
Takes action	Takes initiative, achieving results through a commitment to excellence and quality outcomes for the University, Australia and the wider world.	ADV
Thinks and solves problems	Makes informed and considered decisions by thinking critically and comprehensively to progress and enhance outcomes for the University.	ADV



Priority Professional Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Actively manages opportunities, risks and issues	Actively manages opportunities, potential risks and uncertainties to achieving the strategic objectives of the University.	ADV
Delivers service excellence	Understands customer needs and wants, both now and in the future, to agree, meet and manage service expectations and deliver an excellent service experience for University staff, students and the community.	ADV
Financial accountability	Applies prudent financial management practices when undertaking tasks and makes decisions with a consideration of the short and longer term financial implications on organisational effectiveness, and the impacts on University staff, students and community.	ADV
Fosters strong partnerships	Develops, sustains and strengthens internal and external relationships for the betterment of the University.	ADV
Thinks and acts strategically	Understands the bigger picture and thinks conceptually and practically when making decisions and solving problems, aligning solutions with the University's strategic direction.	ADV
Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Acts responsibly	Understands constraints and works to optimise value for the University by balancing safety, sustainability, risk, opportunity, and finite resources to deliver, directly or indirectly, on the objectives of the University.	FOU
Acts with courage, respect and integrity	Acts with honesty, demonstrating ethical and professional behaviour, with the courage to speak up for respect and integrity.	FOU
Collaborates with others	Builds networks, models collaboration and works effectively with others to encourage inclusivity and impact.	FOU
Contributes to the University	Shows an appreciation of the higher education sector and role of the University in the local and international community, supporting the University's strategy of excellence in research, education, engagement and student experience.	FOU
Displays cross-cultural understanding	Collaborates in an inclusive way demonstrating an understanding of cultural differences and how our views can shape the way we operate.	FOU
Excels in discipline, field or profession	Strives to develop and improve own proficiency and profile in areas of focus, creating a positive impact for the University.	FOU
Responds to changing contexts	Anticipates and monitors demand and develops considered responses to continually improve student, staff and community outcomes	FOU
Strives to learn	Exhibits a commitment to continuously learn, having the courage to embrace new practices, behaviours and mindsets and be open to new ideas and perspective.	FOU