



POSITION DESCRIPTION
**CHIEF OPERATING
OFFICER**

SALTBUSH AT A GLANCE

Saltbush Social Enterprises (**Saltbush**) is a not-for-profit NT organisation that was developed in response to the critical need for grassroots opportunities that create prosperity parity for marginalised Territorians.

To learn more, visit www.saltbushnt.org.au

| | |
|-------------------------|---|
| Job Title | Chief Operating Officer |
| Saltbush Division | Corporate Services |
| Location | Darwin |
| Employment Type | Permanent, Full time |
| Reports to | Chief Executive Officer |
| Hours of Work | Normal business hours and such further additional hours as reasonably necessary including some out of hours flexibility. Required to be part of an on-call roster. |
| Travel | Some regional and remote travel may be required as part of this role. |
| Compliance Requirements | National Police Clearance, NT Working with Children (OCHRE) Card, NT Drivers Licence, Current First Aid. |

PRIMARY PURPOSE OF POSITION

The role of Chief Operating Officer (COO) within Saltbush Social Enterprises is focused on managing the operations of the organisation through a demonstrated ability to lead teams and promote quality improvement within a best practice approach.

As part of the executive management team, the COO will participate in long-term strategic planning and assist in developing the operating strategies to attain organisational goals.

The COO is also responsible for developing and executing the human resources strategy in support of the overall business plan and strategic direction of Saltbush, specifically in the areas of succession planning, talent management, change management, organisational and performance management, training and development, and remuneration.

KEY DUTIES & RESPONSIBILITIES

The key duties and responsibilities of the Chief Operating Officer are:

- Oversee the delivery, quality and compliance of services and program activities.
- Direct the development, implementation, and ongoing enhancement of organisational processes.
- Contribute to the overall business direction and strategy by facilitating improvements to client service.
- Leadership and delivery of the Employee and Industrial Relations framework.
- Prepare and analyse operational and management reports monitoring the effective delivery of organisational KPI's.
- Review financial statements, activity reports, and other performance data to measure productivity, then determine areas needing process improvement.
- Manage the day to day running of the Program Manager team and work on individual and team plans to execute strategy, monitor and measure performance.
- Build relationships between the operations and support divisions and ensure program units receive adequate operational support.
- Build and maintain effective working relationships with internal and external clients, ensuring that all stakeholder enquiries are resolved in a timeframe that meets established service level agreements.
- Assist the CEO in monitoring organisational performance against the Strategic Plan.
- Assist the CEO with developing good relationships with stakeholders and developing partnerships with other organisations.





HIGHLY DESIRABLE KEY COMPETENCIES

- Exceptional communication and presentation skills.
- Ability to lead and drive performance and improvement in a complex environment.
- Advanced stakeholder engagement management and relationship building experience.
- Ability to consistently operate at a strategic level, both from a sector and organisational perspective.
- Strategic and financial management experience associated with a contemporary not for profit organisation.
- Commercial and operational compliance risk management and ISO9001 knowledge.
- Proficiency in commercial negotiation.
- An understanding of the regulatory frameworks, sector issues and challenges in the human services, employment services and youth justice sectors.
- Ability to build capability across managerial direct reports.
- Experience in strategic and operational human resource management and industrial relations
- Ability to maintain sound judgement and leadership presence in challenging or pressurised situations.

THE SALTBUSH CAPABILITY FRAMEWORK

The Saltbush Social Enterprises' Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance with our organisation. Our Capability Framework builds on our values and creates a common sense of purpose for all levels of the workforce.

Below is the full list of capabilities and the level required for this position.

| CAPABILITY GROUP | CAPABILITY NAME | LEVEL |
|--|----------------------------|----------|
|  Personal Attributes | Achievement Focus | Expert |
| | Thoroughness | Advanced |
| | Manages Self | Advanced |
| | Teamwork and Leadership | Expert |
|  Relationships | Building Relationships | Expert |
| | Collaboration | Expert |
| | Communicating for Results | Advanced |
| | Leading the Organisation | Expert |
|  Results | Analytical Thinking | Advanced |
| | Organisational Alignment | Advanced |
| | Initiative | Expert |
| | Problem Solving | Advanced |
|  Resources | Business Process Knowledge | Advanced |
| | Strategic Thinking | Expert |
| | Finance | Advanced |
| | Project Management | Advanced |
| | Procurement and Contracts | Advanced |
| | Human Resources | Expert |



FOUNDATIONAL



INTERMEDIATE



SKILLED



ADVANCED



EXPERT