



We are looking for an experienced Operations Manager to manage and support the organisations overall operations. As a member of the leadership team, the Operations Manager will be central to management and development of The SALT Foundation.

About The SALT Foundation

Established in 2011, The SALT Foundation is a not-for-profit organisation providing programs that promote a state of physical, social, and mental well-being for people, families, and communities. We help people experience better mental health and well-being by incorporating the virtues of Love, Wisdom, Courage, Temperance, Justice, Humanity and Transcendence into our activities and relationships, acknowledging Jesus Christ as the master teacher of these principles. Our mission is to be a sustainable Christian Foundation by becoming the top NDIS provider in Australia so we can bless people and help eradicate poverty and suffering in the world.

The Role

Working from both the Melbourne and Frankston offices, we are looking for an experienced Operations Manager to manage and support the organisations overall operations. A strategic and collaborative leader, the successful applicant will work with the CEO to implement initiatives that have been set by the Board and CEO. They will lead and oversee their team and support them in achieving their KPI's and encouraging their professional growth. As a member of the leadership team, the Operations Manager will represent The SALT Foundation in the community and with stakeholders.

Job Description and Organisational Chart attached.

Job Description

Job title:	Operations Manager
Reporting to:	CEO
Hours:	Full Time
Location:	Melbourne & Frankston Offices as required

Organisational Context

Established in 2011, The SALT Foundation is a not-for-profit organisation providing programs that promote a state of physical, social, and mental well-being for people, families, and communities. We help people experience better mental health and well-being by incorporating the virtues of Love, Wisdom, Courage, Temperance, Justice, Humanity and Transcendence into our activities and relationships, acknowledging Jesus Christ as the master teacher of these principles. To this end we enjoy collaboration from Churches or Christians who understand this deeply from personal experience.

Our mission is to be a sustainable Christian Foundation by becoming the top NDIS provider in Australia so we can bless people and help eradicate poverty and suffering in the world. We run several community projects in Australia and around the world. What makes us unique as a charity is that rather than depending on donations, we raise money for our community projects through our NDIS work.

Purpose of the Position

With the intention to help the Salt Foundation grow and thrive, as the Operations Manager you will be responsible for:

- Maintaining a Christian culture in the workplace.
- Actioning strategies and initiatives set by the CEO and the Board.
- Managing the company's overall operations by:
 - Overseeing people to be productive in their roles and helping them to set and achieve KPI's using Salts online platforms and systems e.g. *MS Teams*.
 - Overseeing all operating budgets.
 - Make sure that our facilities are being fully utilised by proactively assisting with the design and launching of programs and activities that promotes growth and community.
- Proactively recommending strategies to increase efficiencies, growth, and profitability across all departments, especially where points of issue are identified.
- When needed, represent Salt on behalf of the CEO at outreach or community events. e.g. *Community Dinners*.

- Establish policies as required.
- Oversee and perform day-to-day operational tasks as required.

Responsibilities and Duties

- Work closely with and assist the CEO and team to achieve the strategic goals.
- Oversee day-to-day operations, including but not limited to the overseeing of teams and co-ordinating team goals and programs.
- Co-ordinating operations and systems between the departments.
- Prepare reports as required for the CEO on organisational health and activity.
- Proactively identify issues and problems in operations.
- Recommend strategies to fix problems or roadblocks.
- Develop and implement operational initiatives.
- Set goals and monitor progress with staff to ensure we are reducing customer churn, addressing the over and underspent budgets, and growing the number of participants by ensuring customer and worker satisfaction.
- Maintain budgets and optimise expenses.
- Set policies and processes.
- Ensure employees work productively and develop professionally.
- Oversee recruitment and training of new employees.
- Evaluate and improve operations and financial performance.
- Quarterly staff performance reviews based on KPI's with reports back to CEO.
- Prepare quarterly reports for submission to Board based on supervision and observation of departments.
- Ensure staff follows health and safety regulations.
- Provide solutions to issues (e.g., lack of growth, profit decline, employee conflicts, loss of business to competitors)
- Report to CEO on staffs KPI's monthly or more frequently as required.
- Report growth progress to CEO on a weekly basis.
- Attend weekly Management Meeting for organisational coordination, planning, brainstorming and teambuilding.
- Development and implement organisational strategies based on current market research of best practice and trends within the sector.

Key Performance Indicators

- **Financial KPIs:** To monitor and provide timely reporting on the financial performance of the company, such as revenue, profit margins and company ratios, in alignment with strategic goals and requests from the CEO and the Board.
- **Participant KPIs:** How is the participant satisfaction and loyalty, such as customer satisfaction score (CSAT), participant churn rate, and repeat purchase rate.
- **Operational KPIs:** How is the efficiency and effectiveness of the company's operations, or the staff's satisfaction and productivity.
- **Leadership KPIs:** How is the effectiveness of your implementation of the Board and CEO's strategies, objectives, or initiatives. Have there been new markets entered. What is the overall growth rate for the company?
- **Social media engagement:** This KPI measures the level of engagement with the company's social media channels.
- **Innovation:** Are you coming up with ideas to develop new systems or processes, products or services that will create growth or stop the churn.

Personal qualities

- An ability to work within a faith minded, Christian framework and an ability to represent these values to internal and external stakeholders.
- Attention to detail and a heart that goes beyond the 9-5 mentality.
- An ability to build relationships with others.
- A strong ability to develop and provide oversight of the organisations operations and organisational systems.
- Strong organisational strategist, with an ability to develop and communicate organisational vision, planning and goals.
- An ability to role model organisations values.
- A talent for stakeholder engagement and community networking.
- Strategic thinker.
- Excellent commercial business acumen.

Relationships

Relationships relevant to this role:

- CEO – Reporting staff performance based on monthly KPI's and assisting as required with projects or activities as deemed necessary.
- Internally all Department managers will report back to you and be trained by the Operations Manager with ongoing support and supervision.
- Externally you will represent The Salt Foundation to referral channels, participants, and their support networks. You will also represent The Salt Foundation at functions and events which may require attendance outside of regular work hours.

Employee Acknowledgment

By signing below, I, the employee fulfilling this position, acknowledge I understand and except the responsibilities set out in this job description.

.....
Employees Signature

.....
Date

Performance review period:

Next review date:

Organisational Chart



Operations Manager

Core Responsibilities Summary

Oversight Responsibilities:

- Coordinate operations and systems between departments.
- Accountability and coordination of Salt Foundations managers and staff.
- Leadership and cultivation of organisational culture.
- Financial Oversight.
- Financial and organisational KPI reporting to CEO and board.

Operational Responsibilities

- HR, staff coordination, and management.
- Recruitment in conjunction with CEO
- Develop and implement operational initiatives.
- Market research and implementation of organisational strategy.
- Staff Development, Coaching and Training.
- In conjunction with the CEO, represent the Salt Foundation to organisational stakeholders.

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How To Apply

Thank you for considering the role of Operations Manager with The Salt Foundation.

Enriched HR are partnering with The Salt Foundation in the recruitment of this position. For a confidential conversation or should you have any questions please contact:

Rowan Armstrong,
Enriched HR

rowan@EnrichedHR.com | 0432 126 926

Please include the following in your application:

- Cover letter, 1 page maximum.
- CV / Resume.
- Your Personal Christian Testimony and/or your alignment to the Vision and Mission of The Salt Foundation, 1 page maximum. (refer: <https://thesaltfoundation.org.au/mission/>)
- A Capability/Alignment statement addressing the Specific Responsibilities and Experience outlined in the Job Description, 2 pages maximum.

To submit your application please email it direct to Rowan Armstrong on: *rowan@EnrichedHR.com*

Applicants are encouraged to apply as soon as possible as applications may be reviewed prior to the closing date; and as such the closing date is subject to change without notice.

Closing Date:

The closing date for applications is: *Tuesday, 21 May 2024*

Application Process:

1. You will receive email confirmation of your application.
2. Application Review: You will be notified by email if you are selected to proceed to an initial interview.
3. Initial Interviews will be conducted at an agreed time, face to face or online via Zoom.
4. Follow-up interviews may be required; you will be notified via email or phone call to arrange a time.
5. Shortlisted candidates will be presented to The Salt Foundation's selection team for final interviews. Unsuccessful candidates will be notified by phone call.
6. For the successful candidate, the references and background checks where required:
 - a. Three work/professional references.
 - b. NDIS Workers Screening Check
 - c. National Police Check.
 - d. Working with Children Check.