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| **Position title** | | | **Operations Lead** |
| **Team/Group** | | | Centre of Excellence Group |
| **Work level** | | | 4 |
| **Position reporting to** | | | Chief Experience Officer |
| **Employment Type** | | | Fixed-term, 3-year |
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| **Vision, mission and values** |  | Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to work with the community to improve mental health and prevent suicide. We aim to achieve this by:   1. Promoting mental health and wellbeing 2. Being a trusted source of information, advice and support 3. Working together to prevent suicide   Beyond Blue’s values are **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity.** | |
| **Position purpose** |  | The Insights and Innovation Centre of Excellence group (CoE) has been established to support Beyond Blue in its transformation to becoming a community-centric organisation. The CoE will support Beyond Blue’s lines of business achieve their strategy with frameworks and tools to incubate and accelerate best-in-class products and services for the community, through agile and iterative design and its trial, through to launch and scale.  The CoE is the brand custodian, building awareness of, and driving people to, Beyond Blue products and services and changing community and individual mindsets and behaviours regarding mental health in Australia. The CoE includes units across Brand & Marketing, Products & Services, Community Excperience and Business Intelligence.  The Operations Lead is responsible for leading the effective and efficient operation of Beyond Blue’s Insights and Innovation Centre of Excellence group, prioritising and guiding work through the Centre from initiation through to go-to-market and completion. The Operations Lead will act as the central traffic manager for all Centre of Excellence work, managing resource allocation, ensuring that this is aligned to enterprise priorities, developing effective workflow processes, overseeing go-to-market alignment and ensuring the Centre provides high-quality service to internal partners. The Operations Lead is also responsible for monitoring existing processes and analysing their effectiveness, as well as creating new strategies and processes to deliver continuous improvement to the Centre of Excellence’s productivity and efficiency. | |

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| **Role dimensions** |  | **Direct Reports** | *1 – 3* |
| **Overall team** | *Centre of Excellence* |
| **Financial Delegation** | *As per the Delegations of Authorities Policy* |
| **Key accountabilities** |  | **Operations Management**   * Lead the Operations function in the CoE and manage resource allocation across the group * Take, assess, and scope briefs in order to resource and manage projects and service requests effectively and efficiently * Work collaboratively with Heads and Leads across the CoE to convene cross-functional teams to manage work, recommending resource allocations and scheduling * Lead all project programming across the group, including constantly monitoring scheduling, timelines and prioritisation. * Lead regular WIP meetings detailing key project updates, prioritisation and traffic management. * Regularly monitor scheduling, timeframes and resourcing, recognising barriers and pressure points and offering solutions before issues arise. * Ensure a high-quality, customer-orientated and efficient service is provided to the whole organisation, including managing realistic service expectations. * Manage go-to-market alignment by developing and maintaining a group-wide go-to-market plan and calendar working closely with COE and LOB colleagues to ensure activity is community-focused and provides a consistent user experience across multiple formats and channels. * Assist the Heads and Leads with the development of annual workplans, budgets and resourcing projections that align with enterprise priorities. * Contribute to the development of a culture of innovation by proactively looking inside and outside the organisation to identify new processes, procedures or workflows to maximise efficiencies across the group on an ongoing basis.   **Process Improvement**   * Lead the prioritisation and planning of key initiatives to redesign and optimise how teams within the Centre of Excellence working together more effectively and collaboratively. This will include: * Create and maintain effective workflow processes and procedures for the group, including individual project plans, identifying activities, interdependencies and key responsibilities and producing regular run sheets, WIP reports and schedules to ensure projects are delivered on time and on budget * Implement, influence and manage new systems and technology to support improved processes across the CoE. * Monitor existing processes and analyse their effectiveness and create new strategies and processes to deliver continuous improvement to the Centre of Excellence’s productivity and efficiency.   **Relationship management**   * Build strong and effective relationships with other groups across the organisation and act as the incoming central point of contact for the Centre of Excellence. * Work closely with Heads and Leads to ensure workload is evenly maintained across the CoE and that priorities are established and revaluated as required. * Work with the Heads, Leads and Marketing Managers in the CoE to ensure a high-quality, customer-orientated and efficient service is provided to the whole organisation.   **People Management**   * Lead, coach and develop Direct Reports, actively developing their skills through performance reviews, coaching, professional development and performance management. | |
| **Key behaviours** |  | * We are community centric and focus on solving problems, listening and adjusting plans to deliver better outcomes for the community * We create a sense of fun and light-heartedness, and channel our energy and enthusiasm into meaningful work * We create clarity and ensure our actions align to our strategy, so we can prioritise our finite resources * We collaborate to provide solutions and options for feedback * We actively listen, and communicate openly and transparently * We build relationships internally and partner with the whole organisation on shared goals, problems, and solutions * We build relationships externally and partner with key external stakeholders for the benefit of the community * We adapt, flex and take an agile approach to plans to meet community need | |
| **Qualifications and key selection criteria** |  | * Tertiary qualification in communications, media, digital, production or other relevant discipline * Significant experience in a similar operations management role * Demonstrated experience in agile and HCD methodology * Highly developed operations management skills, including experience overseeing and managing the production of a high-volume of activity across multiple projects in a fast-paced environment * Strong understanding of marketing and digital production and workflow processes, including creative development, testing, media planning and buying, multimedia production, content marketing and campaigns. * Demonstrated experience in project management, including experience over seeing multiple concurrent projects, including the ability to set clearly defined schedules and priorities, plan and manage workload, and utilise systems to track progress. * Excellent time management, prioritisation and organisational skills, with the ability to work flexibly, anticipate issues and meet tight deadlines * Knowledge of traffic, creative and production processes, and understanding of scheduling tools and workflow systems. * Significant experience in setting-up processes or opportunities to build and maintain strong, positive relationships with stakeholders, partners and suppliers, both internally and externally. * Proven ability to constructively manage issues and find innovative solutions to resolve problems * Demonstrated ability to understand the needs of other groups, teams and stakeholders and provide tailored, transparent and efficient service. * Strong leadership skills, including excellent interpersonal, communication, engagement and negotiation skills * Ability to foster strong, effective teamwork across functions and disciplines. * Experienced in managing and lead external delivery partners to deliver on agreed objectives. * Ability to proactively seek-out improvement opportunities and make specific changes to improve performance. * Working knowledge of UX principles and their application to go-to-market planning and strategy. | |