



**OCASA**  
Ōtepoti Collective Against Sexual Abuse

## **Operations Co-Ordinator - Job Description**

<b>Position:</b>	Operations co-ordinator
<b>Hours of Work:</b>	32 hours per week
<b>Location:</b>	ŌCASA Dunedin
<b>Functional relationship:</b>	
<b>Internal</b>	The Management Committee Employees Contractors
<b>External</b>	Funders (MSD, ACC, etc) Stakeholders Suppliers Other government agencies Educational establishments (universities, polytechnics and schools) Community organisations
<b>Primary objective:</b>	By bringing high quality advice to the Management Committee, the Operations Coordinator will help to sustain an organisation that delivers on its goals and objectives, that meets the needs of its clients, stakeholders and funders, and that remains true to its values and traditions, while continuing to adapt and evolve.

### **Role and responsibilities:**

Work within and alongside the Management Committee around organisational matters identified by the Management Committee

- Work alongside the Community Engagement Coordinator, develop and maintain community and stakeholder relationships.
- Support the organisation to develop and achieve its strategic goals and objectives.
- Report to and provide recommendations to the Committee about priorities of the Operation Coordinator's tasks based on organisational need and risk.
- Oversee and coordinate the ongoing integrity of OCASA's health and safety frameworks
- Ensure security of staff and property – including, but not limited to, maintaining a key register, property and office equipment register, access codes, security and site maintenance, securing and recording crucial information relating to accessing key IT systems and databases within the organisation.
- Work alongside OCASA's Financial Administrator and the Society's Treasurer, to develop organisational budgets and meet reporting requirements.

- Work alongside OCASA's Financial Administrator and the Society's Treasurer on budgetary and financial recommendations for the Management Committee.
- Work alongside the Society's Treasurer and OCASA's Financial Administrator create policies and procedures to ensure the integrity of all financial information within the organisation , including lines of financial communication and accountability.
- Countersign all invoices and payments approved by the Management Committee as set out in approved organisational budgets.
- Within the budget allocated to the position of Operations Coordinator, manage discretionary expenditure and payments to ensure the smooth day-to-day operation of ŌCASA.
- Manage payroll processes
- Ensure that stakeholder, funder and statutory returns and audits are completed on time and in the required format.
- Maintain a record of funding/contract accountabilities and due dates and ensure information is relayed to relevant staff and completed on time.
- Support the development of ŌCASA's fundraising activities alongside the Fundraising Coordinator, to ensure that fundraising activities are efficient and effective and managed within ŌCASA's capacity.
- To coordinate the management of internal and external complaints, refine and update complaints policies and processes alongside the management committee and communicate these across the organisation
- In cooperation with relevant parties, manage internal and external complaints and concerns, and report these to the Management Committee.
- Manage any performance and quality issues identified by audits and returns and report on these to the Management Committee.
- Work with the relevant Coordinator(s) to develop Human Resources systems and processes related to recruitments and performance, and professional development of staff.
- Collaborate with the Crisis Coordinator on any operational matters or potential decisions that may impact on the clinical team and/or clients.
- Ensure, along with relevant employees, that ŌCASA maintains/fulfils its Ministry of Social Development (MSD) Accreditation Standards.
- Identify and report on any risk to the functionality of the organisation and bring to the Management Committee actionable recommendations to mitigate these.
- Create and document processes and systems for all administrative roles across the organisation and make recommendations for improvements, ensuring role specific information is retained and ready for potential handover of roles.
- Execute rolling updates and reporting of the key operational policies and procedures to align with New Zealand legislation and OCASA's mission and values and present these to the Management Committee for approval.

- Support the Privacy Officer to develop appropriate policies and procedures to meet the organisation's privacy obligations
- Complete various HR management responsibilities, including managing leave requests to ensure continuity of service across the organisation.
- Identify and report to the Management Committee, with recommendations, about any staffing issues that may require follow-up and ongoing management.
- Relay relevant and approved information to staff regarding Management Committee decisions.
- Any other duties specifically designated by the Management Committee from time to time as being the responsibility of the Operations Coordinator