



## Housing Hub Operations Lead

### Position Description

#### About the role

The Operations Lead is responsible for implementing the right processes and practices across the Housing Hub team. The role reports to the Housing Hub Business Manager and sits within the Housing Hub team. The Operations Lead is an integral member of Summer Foundation and works within the Housing Hub Operations Team to ensure Housing Hub remains compliant, efficient and profitable and to ensure smooth running of the day to day functions of the business.

#### About Summer Foundation

Established in 2006, the key aim of the Summer Foundation is to change human service policy and practice related to young people in nursing homes.

The Summer Foundation utilises a range of strategies to influence health, housing, aged care and disability service policy and practice related to this target group.

If you are looking for a career where you can make a difference, work collaboratively with committed and passionate people and have real opportunities for professional development, we encourage you to join our team.

#### Why we exist

The Summer Foundation exists to permanently stop young people with disability from being forced into residential aged care, ensuring people with disability have access to the support required to be in control of where, how and with whom they live.

#### How will we know we've succeeded

This problem can be solved, we are doing legacy work, and we are well on track to achieving what we set out to do. In 5 years we expect the Summer Foundation will have achieved its purpose. We will regard this as '*job done*' when the systems, policy settings and markets consistently enable people with disability to live where, how and with whom they choose; experiencing choice and control equal to people without disability.

#### Our workplace

We have staff working all across Australia, however our head office is located in Box Hill, Victoria. To meet some of our staff and watch a short clip about our organisation, please go to:

[www.summerfoundation.org.au/staff](http://www.summerfoundation.org.au/staff)

The Summer Foundation has flexible and supportive work practices. We encourage and welcome people with lived experience of disability to apply.

## Role details

<b>Position</b>	Operations Lead
<b>Team</b>	Housing Hub Social Enterprise
<b>Direct reports</b>	Administrative Coordinator (Casual)
<b>Reports to</b>	Business Manager
<b>Status</b>	Part time 0.6 (must be available Fridays)
<b>SCHADS Award</b>	Level 5 Salary Range: \$85,000 to \$100,000 for 1.0 FTE
<b>Location</b>	Melbourne, Sydney, Brisbane or Adelaide
<b>Last updated</b>	May 2021

## About the team

The Housing Hub Social Enterprise has been established by Summer Foundation to create initiatives to develop the SDA housing market across Australia. We work with Housing Seekers and Housing Providers so that people with disability can find the home that is just right.

We have developed a Housing Hub website to connect people looking for housing with accessible housing options, a Housing Options Team to provide information, resources and capacity building to people with disability on housing options and a Tenancy Matching Service to identify SDA eligible tenants for new SDA properties.

## Key responsibilities

### Team Leadership

- Manage Human Resources effectively across the Team including providing training, coaching and supervision to team members in line with our culture and operational priorities **(see our expectations of Leaders [here](#))**
- Develop KPIs for the team and report back on these regularly using data and take action as required to manage any areas lagging behind target performance
- Foster a positive culture where all team members can contribute and feel valued
- Assist Administration Coordinator with their duties as required

### General Business Operations

- Develop and implement an Operational Plan that provides service provision to all teams within Housing Hub

- Develop and maintain Strategy Action Plan for Operations Team
- Draft Papers for the Advisory Board Meetings
- Manage Housing Hub's Intranet across all content with SME for each team
- Attend Summer Foundation Operations Group meetings and other associated meetings with Summer Foundation's Operations team (covering IT, HR, Finance) ensuring coordination between teams and high level of service to the Housing Hub teams

### **Business Improvement**

- Working with the Business Manager, develop a plan to analyse and improve the efficiency of Housing Hub Services
- Implement the efficiency plan including tools and processes to support more efficient ways of working
- Develop a suite of procedures and tools that document how we deliver our services efficiently and support efficient delivery
- Work with internal stakeholders on using Salesforce to drive effective service delivery

### **Legal and Risk**

- Review and maintain privacy and consent documentation
- Review all supplier contracts terms before Executive signing and make recommendations to the department managers on terms that need to be adjusted
- Maintain the contracts register
- Maintain the risk register including developing risk control plans and monitoring controls in place
- Review top 10 risks with Housing Hub Leadership team monthly
- Conduct quarterly reviews of controls with Housing Hub Leadership team members
- Finalise the development of the Duty of Care framework and ensure it is implemented and kept up to date
- Develop and implement a Complaints and Feedback policy and procedure
- Work with People and Culture Lead on Business Continuity Plan
- Seek external advice as required and implement advice

### **General**

- Other duties as requested by Manager
- Mentor and guide other team members across the whole Housing Hub team on operational areas to grow their skills and knowledge
- Remain flexible to role changes according to relevant skills and experience, changing work environments, work priorities and organisational needs

## Qualifications, skills & experience

### Qualifications

- Bachelor of Business, Commerce, Management or related degree

### Skills & experience

- Knowledge of organisational effectiveness and operations management
- Experience in management, operations, and leadership
- At least 5 years experience in undertaking business improvement initiatives
- At least 5 years experience in managing risk across business units
- Significant experience in implementing strategic initiatives
- Experience using database such as Salesforce and data analysis
- Experience in business negotiations
- Ability to build relationships among leadership, managers, and employees
- Advanced knowledge of Microsoft Office Suite and Google Drive
- Confident ability with building relationships within the sector
- Excellent verbal, written and presentation skills
- Organised and able to meet deadlines
- Adaptable to changing environments

## Core capabilities

### Decision Making

- Uses sound judgment to make sound decisions based on information gathered and analysed
- Considers all relevant facts and alternatives before deciding on the most appropriate action
- Commits to decisions

### Teamwork

- Interacts with people effectively and is able and willing to share and receive information
- Co-operates within the team and across teams
- Supports team decisions and puts team goals ahead of personal goals

### Work Standards

- Sets and maintains high performance standards
- Pays close attention to detail and accuracy and completes tasks
- Shows concern for all aspects of the job and follows up on work outputs

### Motivation

- Displays energy and enthusiasm in approaching the job
- Commits to putting in additional effort

- Maintains high level of productivity and self-direction

### **Reliability**

- Takes personal responsibility for job performance
- Completes work in a timely and consistent manner
- Follows through on commitments

### **Problem Solving**

- Analyses problems by gathering and organising all relevant information
- Identifies cause and effect relationships
- Comes up with appropriate solutions

### **Adaptability**

- Adapts to changing work environments, work priorities and organisational needs
- Able to effectively deal with change and diverse people

### **Planning and Organizing**

- Plans and organises tasks and work responsibilities to achieve objectives
- Sets priorities
- Schedules activities
- Allocates and uses resources properly

### **Communication**

- Expresses ideas effectively
- Organises and delivers information appropriately
- Listens actively

### **Integrity**

- Shares complete and accurate information
- Maintains confidentiality and meets own commitments
- Adheres to organisational policies and procedures

### **People Management**

- Invests time and effort in managing staff members under his/her supervision
- Ensures that staff members under his/her supervision are clear on their role and responsibility
- Contributes to and supports the overall performance of the team
- Creates regular opportunities for peers, colleagues, partners and stakeholders to contribute toward enhancing service quality

### **Project Management**

- Contributes creative ideas and proposes changes to processes and methods, to overcome identified bottlenecks, challenges and issues

- Readily accepts conditions of uncertainty or unpredictability, and remains productive in difficult situations
- Understands the principles of change management and develops approaches that suit the business situation
- Uses change as an opportunity to further business objectives and rewards change efforts

### Stakeholder Management

- Initiates and manages negotiations with stakeholders to gain commitment to projects, and delivery of activities to meet timelines
- Provides and receives highly complex, contentious or sensitive information where high levels of negotiation, communication and interpersonal skills are required
- Ability to explain highly complex concepts, ideas and issues to an executive audience
- Confidently represents the organisation with external stakeholders and negotiate within parameters agreed with immediate manager
- Focuses on understanding stakeholder issues and influencing their views
- Provides authoritative expert advice on complex issues within own area

## Summer Foundation Principles

The Summer Foundation's principles include:

**working as a team** | we understand, respect and support the contributions and experience of our colleagues. We understand how our individual contribution fits, and we feel confident and empowered to make our best contribution. We embrace and value diversity in our workplace.

**a healthy approach to communication** | We come to discussions prepared and ready to contribute. The how, why and by who of decision making is known and understood. The right people are in the right conversations. Our conversations are healthy, respectful, robust at times and safe.

**shared clarity and commitment to purpose** | We all have a strong, shared understanding of our 'why'. Our 'Why' is central to our strategy, decision making and actions.

**working authentically** | People with lived experience are central to our work and we purposefully and professionally incorporate this experience and expertise in our work. We focus closely on the impact of our work, and we strive to always deliver work to the highest standard.

**a smart responsible and considered approach** | We invest in efficient, continuously improving processes, and prioritise time for learning and reflection. We celebrate our successes and promote having fun at work. We work in a way that respects our environment.

## Safety

All employees must comply with the Summer Foundation Occupational Health & Safety policy. Employees are also encouraged to attend environmental training, and raise any local issues, environmental incidents, ideas and improvements to their manager.

## Agreement and acceptance

Signed:

Employee

Dated

Signed:

Manager

Dated