

Position Description



Overview of The Federation of Western Australian Police and Community Youth Centres (PCYC)

Today, PCYC is visible across the whole state of Western Australia. There are currently 10 metropolitan centres and 14 regional centres, all engaging and developing young people. In addition, there are 32 PCYC Blue Light centres operative across the state. There were approximately 500,000 attendances recorded at PCYC activities each year, and 55,000 attendances at Blue Light activities. PCYC encourages positive involvement of young people in a safe and healthy environment. PCYC addresses youth needs and creates opportunities for young people to learn new skills, attend training programs and potentially gain employment.

“In partnership with community and government, provide opportunities to engage and develop young people in order to reduce offences against or by them through implementation of quality and relevant youth services.”

Position Objective – Operations Manager

Position Objective: The Operations Manager is responsible for ensuring that the business components of PCYC centres are operating efficiently and effectively within the organisation’s policies and procedures, in accordance with legislative requirements of governing bodies, and within guidelines of funding organisations. This position will have the authority to make strategic decisions on behalf of the organisation, in consultation with the Chief Executive Officer, and will strategically drive business initiatives forward throughout the state. The Operations Manager will oversee and manage Area, Centre and Project Managers to ensure that budgets are maintained, activity objectives are met and that PCYC is well represented within the community. Based with the management team at the PCYC Head Office this position will frequent PCYC centres across the state to ensure business growth, and will represent the organisation to stakeholders and partners at varying levels.

While a representative of the duties and responsibilities of the role, this Position Description does not imply that these are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

Work Skills Required: Leadership, Financial and strategic analysis, Time management, Planning and organising, Delegation

Position Title: Operations Manager	Centre / Division: Head Office	Employment Status: Full Time	Remuneration Package: Negotiated	Roles Reporting to this one: - Area / Centre Managers
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Key Accountabilities

Critical Success Factors	Major Activities	Performance Result
Job Competency	<p>Operational Management</p> <ul style="list-style-type: none"> - Leading centre operations as delegated by the Chief Executive Officer - Manage compliance with PCYC policies and procedures - Liaise with government departments, associated businesses and community agencies to build relationships - Represent, and act in place of, the CEO as required - Engage with other Head Office managers to ensure suitable training and support services are effectively provided - Ensure all aspects of PCYC business receive required attention and analysis for improvement including PCYC centres, licensed child care service, camping/adventure facilities, outreach services, Blue Light discos and PCYC's training institute - Assist with identifying, retaining and developing staff - Oversee management of assets, and coordinate redeployment of assets as required to ensure maximum use to support PCYC business - Review and implement business and administrative systems and processes to ensure compliance with PCYC policies and procedures - Other projects and duties as required <p>Strategic Development</p> <ul style="list-style-type: none"> - Monitoring of relevant aspects of organisational strategic planning, ensuring organisation maintains progress to five year plan - Assist in defining and executing current and future centre strategy and services, and provide research and planning into centre operational plans and associated budgets and implementation strategies - Review centre business plans and budgets, and ensuring continued growth of business throughout all centres <p>Reporting</p> <ul style="list-style-type: none"> - Reporting on centre operations and outcomes to CEO and Council of Management - Setting of KPI's for individual managers and routinely reviewing performance against indicators - Review financial and business data as reported by centres monthly, tracking progress and responding to identified shortcomings 	<p>Operational Management</p> <ul style="list-style-type: none"> - Centre operations comply with PCYC Strategic Plan outputs and outcomes - Annual business plans contribute to the achievement of PCYC strategic objectives - Centre operations, activities and processes comply with PCYC and regulatory policies and procedures - Effective networks formed with stakeholders - Effective engagement with PCYC management, staff, volunteers and local committees - Management reports satisfy expectations - Projects and programs undertaken meet CEO expectations - Growth in centre activity programs, with resultant growth in community profile, members and repeat business <p>Strategic Development</p> <ul style="list-style-type: none"> - Strategic planning progress, relevant to operations, is maintained - PCYC centres grow business, increase membership level and provide relevant services to the local community - Operational and other relevant plans for centres reviewed, and subsequent activities and outputs monitored and reported to CEO <p>Reporting</p> <ul style="list-style-type: none"> - Contingencies plans created for underperforming centres. - Managers performance monitored and action taken as required to improve or reward performance - Accuracy and timely financial budget, variance and other financial analysis, reports and advice provided to CEO, Council of Management, Head Office management team and funding agencies as required

Customer Service & Client Management	<ul style="list-style-type: none"> - Maintain good working relationship with staff, patrons, clients and community representatives - Respond to enquiries from organisation staff and community representatives in an efficient and timely manner - Provision of competent and confidential administrative tasks 	<ul style="list-style-type: none"> - Feedback received from clients / stakeholders - Queries responded to in appropriate time length - Maintenance of privacy and confidentiality of commercial, personal and operating information
Teamwork	<ul style="list-style-type: none"> - Guide and support PCYC staff to deliver approved services and activities - Information provided to Council and management team to ensure informed decisions are made - Model Code of Conduct behaviours - Effectively supervise staff and volunteers - Contribute to continuous improvement in Head Office operations 	<ul style="list-style-type: none"> - Feedback from colleagues - Support centre management by sharing information in timely and appropriate manner - Contribute positively to team and workplace effectiveness and harmony - Staff and team performance and feedback - Responds well to feedback on areas for improvement
Safe System of Work	<ul style="list-style-type: none"> - Understands and works to PCYC's Code of Conduct and OHS procedures - Works in safe manner and in compliance with approved, safe work practices - Implements and maintains safe work systems and workplace environment - Accepts personal responsibility for maintaining safe workplace and work practices - Compliance with Risk Management Procedures 	<ul style="list-style-type: none"> - Work is performed safely - Identifies hazards within the workplace - Actively participates in OHS discussions at staff meetings - Reports workplace occurrences, injuries and/or illnesses as required - Proactively resolves workplace OHS issues - Follows PCYC risk management procedures
<p>Challenges:</p> <ul style="list-style-type: none"> - Ability to negotiate, influence and lead through a time of major organisational change - Meeting tight deadlines and working within a flexible environment that has a heavy workload - Appropriate identification and assessment of sensitive issues, and timely reporting to the Chief Executive Officer - Ability to identify opportunities for business and service expansion, or to improve and build on current services - Strong financial analysis of income and expenditure for PCYC centres 		<p>Key Communications / Interactions:</p> <p>Internal</p> <ul style="list-style-type: none"> - Chief Executive Officer - Council of Management (Board) - Head Office management team - PCYC centre (and program) management teams, general staff and volunteers <p>External</p> <ul style="list-style-type: none"> - Government agencies (inclusive of WA Police) - Funding organisations / agencies - Community organisations

Key Selection Criteria:

HIGHLY DESIRABLE

- 1) Possession of tertiary qualifications in Business and / or Management or relevant field
- 2) Significant financial management / analysis experience, demonstrating proven business, facility management and financial skills
- 3) Demonstrated experience in a senior management role in a multi-site organisation
- 4) Demonstrated capacity to develop new business opportunities, partnerships and strategic relationships
- 5) Proven people management, interpersonal, negotiation and influencing skills
- 6) Excellent written communication skills, and attention to detail
- 7) Ability to interpret complex information, including Acts and legislation applicable to PCYC operations
- 8) Knowledge of EEO, ethical practice and OHS

This position requires eligibility to hold a Working with Children Card and Police Check, and a current drivers licence