

Title: PARSA Operations Manager

Context

The Australian National University Postgraduate and Research Students' Association (PARSA) is the elected student representative body for postgraduate students at the ANU. It provides a range of services to support their specific needs in both their studies and daily life. PARSA is run by and for students, and represents them on collective and individual basis.

The association's staff, managed by the Operations Manager, are a dedicated team that works closely with the elected officers of PARSA to advance its mission.

Role

Manage the internal operations of PARSA, including management of staff, to ensure a high level of professional service delivery to postgraduate students of the Australian National University.

Duties

Strategic

1. Provide high-level support and strategic advice to the PARSA Executive in the operation of PARSA.
2. Analyse and interpret information from a variety of sources and identify and advise on implementing new programs or services that align with PARSA's strategic objectives.
3. Plan, implement, monitor, and evaluate new project or service initiatives within specialist or other areas.
4. Develop and maintain the PARSA workforce plan including recruitment, staffing strategies, and decisions that enhance PARSA's objectives while recognising PARSA's budgetary position.
5. Develop policies and proposals, source and share best practice examples, and implement and oversee agreed-upon projects that enhance PARSA's advocacy, community-building, welfare, leadership development, governance work, or other strategic objectives.

Operational

6. Manage the efficient operation of PARSA's day-to-day work in the areas of:
 - Administration
 - Advocacy and Engagement
 - Communications and Marketing
 - Events and Volunteers
 - Finance
 - Legal Services
 - Student Assistance
 - Other areas as directed by the President
7. Manage the PARSA human resource management functions including the development, implementation, and maintenance of PARSA employment policies and processes and employee career, performance and development processes.
8. Assist with the development and implementation of handover processes for incoming Executive members to support the continuation of institutional memory and effective elected representation.
9. Under the relevant legislation, act as PARSA's Administrator and Public Officer unless otherwise directed by the PRC.
10. In consultation with the President, Treasurer, and Financial Controller monitor the budget to ensure prudent business management and advice. Assist with developing the overall PARSA budget and preparation of budget submissions.

Compliance

11. Work closely with the Executive and staff to identify, mitigate, and manage regulatory, financial, reputational, and legal risks to the organisation.
12. Have extensive knowledge of, and ensure compliance with, PARSA's Constitution, Regulations, and Policies as well as relevant ANU, territory, and federal legislation, regulations, policies, or requirements.
13. Identify, negotiate and manage all contracts and agreements related to on-going business requirements between PARSA and external service providers and business partners.

Stakeholder Management

14. Liaise with Australian National University students' associations, and other stakeholders, in achieving joint objectives and maintaining shared services for students.
15. Act as a contact for relevant University and other external service providers.
16. Exercise functions or roles as required under the PARSA Constitution.
17. Build, develop and maintain relationships with national and international counterparts, share best practice used by other organisations, and make proposals and action significant projects that lead to newer and stronger relationships that benefit PARSA.

General

18. Exercise functions or roles as required under the PARSA constitution consistent with the classification level of the position.
19. Have a flexible approach to work and to undertake any other reasonable duties that may be required, consistent with the classification level of the position.
20. Respect the democratic structure of the PARSA at all times. Work closely with the elected officers of and adhere to the highest standards of integrity in respect of the advice provided to officers that must at all times be balanced in nature.
21. Maintain high standard of ethics and confidentiality, empathy with students as a client group, and a commitment to principles of equality.

Selection Criteria

Requirements:

- 1) Three years' experience leading and managing teams, with a proven ability to manage a team of at least five in achieving agreed goals and objectives, specifically to:
 - a. Develop clear team direction;
 - b. Manage workload and allocation of tasks;
 - c. Assist and encourage employees to improve performance and/or develop professionally;
 - d. Provide ongoing informal and formal feedback; and
 - e. Manage human resources including recruitment, induction, and performance.
- 2) Demonstrated ability to foster a culture of continuous improvement and commitment to achieving effective business outcomes across all areas of the organisation;

- 3) Evidence of leadership and commitment to the principles of equity, diversity, and occupational health;
- 4) Demonstrated excellence in written and oral communication skills applied at a high level, including negotiation and interpersonal skills;
- 5) Demonstrated ability to manage the financial and other resources available to the Association within policy guidelines and budgetary expectations;
- 6) Demonstrated experience with strategic planning and delivery on strategic goals.

Desirable:

- 7) Demonstrated skills in the area of policy development or media relations;
- 8) Demonstrated leadership in providing high quality service that:
 - a. Develops client relationships; and
 - b. Embeds a service culture;
- 9) Demonstrated high level research and analytical skills;
- 10) Excellent knowledge relating to the role and functions of the Association, its client base, and stakeholders.
- 11) Demonstrated experience working with member-led organisations such as student associations or trade unions, or relevant experience in the not-for-profit, community, or higher-education sectors.

Details of Employment

- **Salary:** \$96,981 + 17.5% Super (ANUO Level 8)
- **Hours:** 35 hours per week
- **Responsible to:** PARSA President
- **Employee Benefits:** Non-salary benefits include free on-campus parking, 22 days annual leave (accrued), and paid time-off during the December office shutdown.

How to apply

The application deadline is noon on Friday, March 2, 2018.

To apply for the role, send an email to parsa@anu.edu.au with:

1. your CV (including contact details for two references, including your current employer); and
2. a candidate statement that addresses each point in the *Essential Selection Criteria* section of the job description (and, where applicable, points in the *Desirable Selection Criteria*).

Candidates will be interviewed either in person, or by phone or Skype, the week beginning March 5, 2018.

PARSA is an equal-opportunity employer.

If you have any questions please contact mike.heffron@anu.edu.au or at (02) 612 56178.