

Office and Operations Manager

Position Description

Position title: Office and Operations Manager
Reports to: Leading Teams Leadership Team
Supporting: Leading Teams Directors, Partners and Facilitators
Remuneration: \$60,000 - \$75,000 per annum (total package)

Our organisation

Leading Teams has been helping teams and leaders improve for over 20 years. We work with a wide range of organisations, implementing programs focused on creating high-performing culture and leadership.

We believe that teams that are definitive about the culture they aspire to create, and demonstrate a commitment to both supporting team members, and holding each other accountable for behaviour, have a greater ability to deliver results.

Our clients represent a broad cross section of industries in elite sport, corporate, education and government, and they include some of Australia's largest and most iconic organisations.

We are a dynamic organisation with a reputation as leaders in our field.

Our vision

Leading Teams will improve communities by helping teams and individuals to become high performing.

Our purpose

We exist to help leaders and teams improve by being the world's best facilitators.

Our trademark

Go the extra yard

Our agreed behavioural framework

- We take responsibility
- We show initiative
- We live our model
- We find ways to collaborate
- We show genuine care for one another

Position purpose

The Office and Operations Manager is responsible for all the operational and administrative functions of Leading Teams. They keep the office and business running smoothly so the rest of the team can focus on their roles.

Responsibilities

The day-to-day activities in the Office and Operations Manager role will include, but not be limited to:

Operations Management

To help us become more efficient you will:

- Maintain strong relationships with suppliers for the business
- Negotiate better contracts / find partnerships that improve how we work
- Maintain and develop all company templates and processes

Office Management

- Responsible for the management and presentation of the Park St office
- Maintain business supplies

HR and Team Management

- Maintain strong relationships with the team to know how best to support them
- Manage staff inductions and exists including IT systems, administration and face to face
- Book and schedule all team meetings and events
 - Monthly Leading Teams / Training days
 - Annual EOFY and EOY conferences
 - Bi-annual company awards

Sales and Marketing

- Be the first point of contact for all new and prospective clients
- Manage the process of all enquiries through the website, phone and office
- Assist the Brand and Communications Manager with social media and the website

IT Management

- Act as the first line of IT support for the team
- Manage relationship with IT and CRM support companies
- Manage the CRM database and make sure the team are using it efficiently

Administration

- Support the team with all administration support needed
- Manage all correspondence through the general office email and phone
- Process and manage book purchases through the website

Additional information

The role is full-time and is based in our office at 179 Park Street, South Melbourne. Other staff based in our HQ are our Finance Officer and Brand and Communications Manager. Leading Teams facilitators are also in the office from time to time.

A current Australian driver's license and access to a private vehicle for work use is recommended.

Preferable start, early-April.

Key Selection Criteria

1. The ability to contribute positively to the culture of Leading Teams – to 'live our trademark and agreed behaviours'
2. Demonstrate experience identifying business efficiencies and implementing the change
3. Demonstrated experience in establishing and maintaining professional relationships with both internal and external stakeholders
4. Demonstrated ability to manage multiple projects within deadlines
5. Demonstrated ability to work autonomously, and as part of a team
6. Strong communication skills (written and oral) with the ability to influence team behaviour
7. Knowledge of IT systems and / or CRM and the ability to train staff
8. Demonstrated ability to coordinate and deliver events
9. Proficient in Microsoft Office Suite and proven ability to maximise its use

Desirable

1. Five years' experience in an Admin / EA / Office Management role
2. Available to start early-April

Submitting your application

- To submit an application for this position, please address each of the nine (9) Key Selection Criteria and attach a current version of your resume
- Applications must be submitted electronically to office@leadingteams.net.au
- Applications must be received **by 5pm on Monday 25 February 2019**

For further information please contact

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