**APS6 Operations Manager (Temporary Transfer or Higher Duties Opportunity)**

**Identified Position** – Indigenous jobseekers and non-Indigenous jobseekers with a commitment to working with First Nations peoples are encouraged to apply.

**Our purpose** is to provide safe, culturally appropriate and affordable accommodation for First Nations people who need to be away from home to access medical services, education and economic opportunities.

Across its network of hostels, dedicated Aboriginal Hostels Limited (AHL) staff provide accommodation and meals for residents in a supportive environment, assisted by local First Nations service providers and referral agencies.

AHL also supports the Australian Government’s efforts to improve economic outcomes for First Nations people. By purchasing goods and services from First Nations businesses at every opportunity, we help support a more inclusive economy. We are proud to be one of the largest employers of First Nations people in the Australian Public Service, First Nations employees make up approximately 50% of our workforce.

**Exciting Career Opportunity – Operations Manager (NSW/VIC)**

Are you a driven and experienced professional ready to take the next step in your career?

**AHL is calling for expressions of interest** from passionate individuals to join our dynamic team as an Operations manager, preferably based in New South Wales.

In this pivotal role, you will play a key part in supporting the organisation by overseeing day-to-day operational matters, ensuring smooth and efficient service delivery. Reporting to the Director Frontline Services NSW/VIC.

If you are ready to make a real impact and grow with a purpose-driven organisation, we would love to hear from you!

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| **Job Reference** | VN5025 |
| **Classification** | APS Level 6 |
| **Job Title** | Operations Manager |
| **Employment Type** | 12-months - Non-ongoing (75 hours per fortnight) Contract ends in June 2026 |
| **Salary** | $94,563 - $105,910 pa |
| **Benefits** | * 15.4% superannuation * Regular salary packaging options for vehicles, superannuation and laptops etc PLUS, ability to salary sacrifice $15,900 per FBT year for rent, mortgage or living expenses. This benefit reduces taxable income, increasing fortnightly take-home pay. |
| **Location** | NSW |
| **Contact Officer** | Beth Perin - 04 777 83130 |

**Position Description**

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| **Reporting to the Director Frontline Services NSW/VIC:** | |
| **Ensure high quality accommodation services for AHL Residents** | **Key Responsibilities:**   * Lead and manage service delivery to ensure residents receive: * Safe, clean, comfortable, and culturally appropriate accommodation * High-quality, nutritious meals and catering services * Efficient, responsive, and friendly support from AHL staff   Assist in managing complaints and incidents promptly, ensuring they are addressed appropriately and escalated to the Director of Frontline Services or other relevant areas when necessary. |
| **Lead a high performing team to deliver quality customer service** | * Lead and manage the hostels and staff within your cluster in line with organisational values, processes and policies, agreed priorities and strategies to ensure quality resident services are achieved. * Lead a high performing team through engaging staff, setting clear direction and performance expectations. * Positively influence and contribute to a service and team culture that focusses on meeting residents.needs. * Build staff capability and review performance of staff by providing consistent and regular feedback in accordance with the performance management framework and probationary principles. * Implement strategies to engage, develop and retain high performing staff. |
| **Financial, people and performance management** | * Operate within delegated authority and undertake a range of administrative tasks that support efficient and effective service delivery. * In partnership with the Director Frontline Services, be accountable for the Reservation Management System (RMS) tariff income. This includes but is not limited to:   + accurate recording of all resident data;   + recovery of organisational debts within 30 days from the check-in date;   + tariff refunds and receipting and banking of all monies collected; and   + enforcement of “No Pay, No Stay” policy. * Adherence of financial and personnel delegations by all staff. Correct use of company vehicles including timely servicing and submission of logged data to National Office. * Oversee/coordinate rosters, planned leave, unscheduled absences, and recruitment needs to ensureappropriate staffing within hostels. Ensure timely and accurate recording/approving of leave,attendance, overtime etc. on a fortnightly basis. |
| **Facilities Management** | * Ensure appropriate management of assets and property within your cluster of hostels, including routine, emergency repair and maintenance requirements as they arise. |
| **Develop and maintain productive relationships with stakeholders** | * Engage in and maintain productive working relationships that add value to service delivery and tooutcomes for residents * Assist to effectively promote AHL services to the community to meet occupancy targets. * Attend external meetings as appropriate. * Understand the impact of external influences for the service in the cluster and individual hostels. * Attend and contribute to meetings and actively participate in managing high quality service deliveryand workforce capability in relation to hostels in your span of control. |
| **Other** | * Create a culture where safety is an expectation, where staff undertake work aligned Work Health and Safety policies and procedures and legislation and are accountable for their own safety and safety of others. * Encourage feedback and contributions to improvements to AHL’s service delivery. * Other duties as directed. |
| *Whilst this duty statement summarises the purpose of the job and lists its key tasks, it is not a definitive list of all the tasks to be undertaken. Tasks can vary at the discretion of the Chief Executive Officer, in consultation with the employee. To deliver services effectively, a degree of flexibility is needed and the employee may be required to perform work not specifically referred to above.* | |

**Skills and Experience required**

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| The successful applicant will demonstrate: | |
| 1 | In-depth understanding of Aboriginal and Torres Strait Islander cultures and issues affecting First Nations peoples. |
| 2 | The ability to support outcomes for First Nations peoples and the demonstrated ability to communicate sensitively and effectively with First Nations peoples. |
| 3 | The ability to set personal and team priorities to achieve high performance amongst staff. Equipped to deal with complex matters including staff/resident issues and complaints (sometimes remotely). Confidently participate in various HR and financial functions such as recruitment, performance management and exercising delegations. |
| 4 | Strong communication, negotiation and engagement skills in order to maintain effective relationships with staff, residents and stakeholders. |
| 5 | The skills of an effective administrator with the capacity to manage day-to-day matters for your hostels such as rostering, assessing requests for leave and overtime, reviewing incident reports and following up on property maintenance, as required. Possess developed computer skills and harness appropriate tools to work remotely. |
| 6 | Commitment to delivering high quality customer service and prioritising Work Health and Safety for staff, residents and yourself. |
| 7 | 2-3 years of relevant/transferrable experience within any of the below environments would be highly regarded:   * Not for Profit organisations; * Residential facilities; * Hospitality; and/or * Frontline Services including health, education, disability, and community services. |
| \* | You are willing and able to travel to AHL sites across Australia as required. |

**Recruitment Initiatives**

This is an Identified Position and Indigenous jobseekers are encouraged to apply, as well as non-Indigenous jobseekers with a demonstrated commitment to working with Aboriginal and Torres Strait Islander peoples. The successful applicant will need to demonstrate a knowledge and understanding of Aboriginal and Torres Strait Islander Peoples and display respect and dignity in all their dealings with staff and residents.

Further, the **RecruitAbility** scheme applies to this vacancy. Under the RecruitAbility you will be invited to participate in further assessment activity for the vacancy if you choose to apply under RecruitAbility; declare you have a disability; and meet the minimum requirements for the position. For more information on the RecruitAbility scheme please follow this link:  [[APSC Recruitability scheme guide applicants](https://www.apsc.gov.au/working-aps/diversity-and-inclusion/disability/recruitability/recruitability-scheme-guide-applicants)](https://www.apsc.gov.au/recruitability-scheme-guide-applicants).

**Eligibility**

* Be a current APS employee
* Be an Australian Citizen.
* Undergo a Satisfactory National Criminal History Check (prior to engagement).
* Meet Fitness for Duty requirements (prior to engagement).
* Hold and maintain a Working with Children Check in NSW (prior to engagement).
* Hold or obtain relevant qualifications.

**How to apply**

* Complete the **Application Form** available from our website [Work with us | Aboriginal Hostels Limited](https://www.ahl.gov.au/work)
* Email your current **Resume** and completed **Application Form** to [applications@ahl.gov.au](mailto:applications@ahl.gov.au) by 11:59pm AEST on **Sunday 27 April 2025**.
* Please include your name and the job reference (VN5025) in the subject of your email.