



## APS 6 Operations Manager, Top End (VN 5325)

Darwin, NT

**AHL's purpose** is to provide safe, comfortable, culturally appropriate and affordable short-term accommodation for Indigenous Australians who need to be away from home to access medical services, education and economic opportunities.

**A career with AHL** will provide you with a chance to contribute to improving the quality of life and economic opportunity for Indigenous Australians. We offer rewarding experiences and rewarding employment conditions.

**We are looking for** motivated and experienced individual to join AHL in a fast paced, operational environment. Based in Darwin, NT and reporting to the Assistant Business Manager, the Operations Manager will be critical to the organisation in overseeing the operations of a number of hostels in the Northern Territory. Your role will be to ensure appropriate and efficient services are delivered to our residents, as well providing support and guidance to staff. Success in this role requires strong management and leadership experience, excellent communication skills, commitment and passion for servicing the indigenous community, and willingness to work on the ground.

### Vacancy Information

<b>Job Title:</b>	Operations Manager
<b>Classification:</b>	APS Level 6
<b>Job Type:</b>	Ongoing/Non-ongoing - Full-time  Non-ongoing will be offered for up to 18 months initially with the possibility of an extension.
<b>Salary and benefits:</b>	<b>\$80,305 - \$84,444 p.a</b> plus 15.4% superannuation and the ability to salary sacrifice up to \$15,900 per FBT year for rent, mortgage or living expenses.
<b>Location</b>	Darwin, NT
<b>Contact Officer</b>	<b>Timothy Wolfgang – 0477 702 393</b>
<b>Closing Date</b>	11:59PM AEST 8 April 2021



# P.R.O.U.D.

WE ARE... PROFESSIONAL RESPECTFUL OPEN UNDERSTANDING DEDICATED

## Duties and Responsibilities

<p><b>Ensure high quality accommodation services for AHL residents</b></p>	<ul style="list-style-type: none"> <li>• Lead and manage services to ensure the following outcomes for residents:             <ul style="list-style-type: none"> <li>◦ Safe, clean, comfortable and culturally sensitive accommodation;</li> <li>◦ Quality and nutritionally appropriate catering and meal services;</li> <li>◦ Efficient, responsive and friendly service delivery from AHL and its staff</li> </ul> </li> <li>• Identify risks and manage accordingly to relevant policies and procedures</li> <li>• Manage complaints and incidents in a timely manner, and escalate to the Business Manager or relevant area accordingly.</li> </ul>
<p><b>Lead a high performing team to deliver quality customer service</b></p>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Lead a high performing team through engaging staff, setting clear direction and performance expectations</li> <li>• Positively influence and contribute to a service and team culture that focusses on meeting residents needs</li> <li>• Build staff capability and review performance of staff by providing consistent and regular feedback in accordance with the performance management framework and probationary principles</li> <li>• Implement strategies to engage, develop and retain high performing staff</li> </ul>
<p><b>Financial, people &amp; performance management</b></p>	<ul style="list-style-type: none"> <li>• Ensure that the allocated budgets for the cluster and individual hostels are adhered to</li> <li>• Operate within delegated authority and undertake a range of administrative tasks that support efficient and effective service delivery</li> <li>• Be accountable for the Reservation Management System (RMS) tariff income. This includes but is not limited to:             <ul style="list-style-type: none"> <li>◦ accurate recording of all resident data</li> <li>◦ recovery of organisational debts within 30 days from the check-in date;</li> <li>◦ tariff refunds and receipting and banking of all monies collected</li> <li>◦ enforcement of “No Pay, No Stay” policy.</li> </ul> </li> <li>• 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.</li> <li>• Oversee/coordinate rosters, planned leave, unscheduled absences, and recruitment needs to ensure appropriate staffing within hostels. Ensure timely and accurate recording/approving of leave, attendance, overtime etc. on a fortnightly basis.</li> </ul>
<p><b>Facilities Management</b></p>	<ul style="list-style-type: none"> <li>• Ensure appropriate management of assets and property within your cluster of hostels, including both routine and emergency repair and maintenance needs as they arise.</li> </ul>
<p><b>Develop and maintain productive relationships with stakeholders</b></p>	<ul style="list-style-type: none"> <li>• Engage in and maintain productive working relationships that add value to service delivery and to outcomes for residents</li> <li>• Assist to effectively promote AHL services to the community to meet occupancy targets</li> <li>• Attend external meetings as appropriate</li> <li>• Understand the impact of external influences for the service in the cluster and individual hostels.</li> <li>• Attend and contribute to meetings and actively participate in managing high quality service delivery and workforce capability in relation to hostels in your span of control</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Encourage feedback and contributions to improvements to AHL’s service delivery</li> <li>• Other duties as directed.</li> </ul>
<p><b>Note:</b></p>	<p>This position is based in Darwin and remotely manages some hostels other locations. Daily phone. Email and face to face communication with hostels is required, as well as short-term travel from time to time.</p>

*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

All applicants will be assessed in relation to their ability to perform in accordance with the APS Values and Code of Conduct, the social justice principles of equity and workplace diversity, and occupational health and safety in the workplace.

Successful candidate will demonstrate:

1	<p>You have respect for diverse backgrounds, experiences, and perspectives. In particular, you possess a high level of cultural capability and commitment to working with Aboriginal and Torres Strait Islander peoples. You will have the demonstrated ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander peoples. This will be shown by your capacity to:</p> <ul style="list-style-type: none"><li>○ Understand Aboriginal and Torres Strait Islander peoples and cultures;</li><li>○ Identify issues affecting Aboriginal and Torres Strait Islander peoples today; and</li><li>○ Communicate respectfully.</li></ul>
2	<p>You are an experienced manager who is able to set personal and team priorities to achieve high performance amongst staff. You are equipped to deal with complex matters including staff/resident issues and complaints (sometimes remotely) and confident to participate in various HR and financial functions such as recruitment, performance management and exercising delegations.</p>
3	<p>You have excellent communication, negotiation and engagement skills in order to maintain effective and strategic relationships with staff, residents and stakeholders.</p>
4	<p>You are a highly 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. You have advanced computer skills and harness appropriate tools to work remotely.</p>
5	<p>You have at least three years of relevant/transferrable experience within any of the below environments:</p> <ul style="list-style-type: none"><li>• Not for Profit organisations;</li><li>• Residential facilities;</li><li>• Hospitality;</li><li>• Frontline Services and or</li><li>• Health, education, disability, community services.</li></ul>
6	<p>You are committed to delivering high quality customer service and prioritising Work Health and Safety for staff, residents and yourself.</p>
7	<p>You are willing and able to travel to AHL sites across Australia as required.</p>

## Our values:

In AHL we demonstrate P.R.O.U.D values and recruit candidates with these qualities.



## To be eligible for engagement and to maintain employment, applicants must:

- Provide evidence of Australian Citizenship;
- Undergo a Satisfactory National Criminal History Check (prior to engagement)
- Meet Fitness for Duty requirements (prior to engagement)
- Hold or obtain the relevant mandatory qualification/s including a valid NT Ochre Card
- Satisfactorily complete a Probation period
- Hold a valid driver's licence

## How to apply:

1. Complete the **Application Form** available from our website [www.ahl.gov.au/employment](http://www.ahl.gov.au/employment) and be sure to complete the one page pitch outlining your relevant skills and experience.
2. Email your CV and completed Application Form to [applications@ahl.gov.au](mailto:applications@ahl.gov.au) by 11:59PM ACST on the closing date **27 April 2021**.
3. Please include your name and the position title in the subject of your email.