



## POSITION DESCRIPTION

<b>Position Title:</b>	Operations Manager
<b>Department:</b>	Executive
<b>Salary/wages:</b>	As determined by Board
<b>Position no:</b>	HR
<b>Supervisor:</b>	Executive Manager (E.M)
<b>Staff:</b>	Administration Membership Services Reiki Share Days

### Internal contacts:

Executive Manager (Direct Contact)  
Project Manager  
Chairperson  
Team leaders as necessary

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### Position Summary:

With a strategic, policy-aware, and deadline-driven focus, facilitate the development and accomplishment of the organisation's high-level strategies, in accordance with Reiki Australia's mission, vision, values and policies, with an operational focus on the day-to-day functions of Reiki Australia.

Undertake interaction with members, staff, and external parties in a clear, responsive, and compassionate manner.

### Functions and responsibilities:

- Establish, maintain, and update where necessary, effective systems for all routine operations of Reiki Australia
- Oversee all day-to-day aspects of membership, administration and communications
- Oversee all day-to-day financial activities including accounts paid, GST and record keeping
- Oversee routine website administration and support
- Oversee the production and distribution of regular communication to members via *In Touch* bulletins and other means

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- Develop and improve processes with social media team - Facebook, LinkedIn, Twitter, and YouTube
- Initiate and participate in Membership, Administration, Communication and Reiki Share Day meetings as required
- Ensure that actions of Operations staff do not fall outside the guidelines of Reiki Australia's Staff Boundaries Policies
- Ensure that Operations projects and routine activities are implemented within agreed budgets, timelines, and delegated authorities
- Communicate regularly with the E.M on progress against key objectives and ensure that E.M is informed promptly in the event of any situation for which established systems and policy guidelines are inadequate
- Provide monthly Operations Reports through the E.M to the Board, for the purpose of keeping the Board informed of the status of Reiki Australia's operations
- Through professional practice and delivery of key outcomes, represent Reiki Australia as a national membership body with professional standards across all areas of the organisation
- Input to strategic direction of Reiki Australia
- Attend Board meetings (1 p/month, currently on zoom)
- Participate in phone meetings and occasional special meetings as requested by the Board
- Participate in Board sub-committees (as required)
- Participate in telephone conferences (as required).

### **Person specifications:**

#### ***Desirable skills/experience:***

- Ability to establish, document and maintain efficient and effective systems
- Ability to focus on Board-directed projects and deliver outcomes
- Excellent time management skills, and ability to prioritise
- excellent verbal and written communication skills
- Demonstrated ability to establish and sustain effective teamwork
- Demonstrated capacity for sensitive, compassionate dealings with staff members and external contacts
- Intermediate/advanced computer skills
- Intermediate/advanced administration skills (policy and procedures, IT and web, records management, communications)
- Intermediate financial literacy
- Previous experience in managing the day-to-day operations of a small-medium sized organisation.

***Desirable qualities:***

- Commitment to the shared vision of Reiki Australia in advancing the professional and lay practice of Reiki
- Sensitive to differences in the personalities and motivations of others; able to build on diverse values and opinions
- Ability to view business processes from the perspective of members and customers
- Openness to new ideas and creative solutions
- Flexibility in managing and promoting change; ability to work with ambiguity and uncertainty
- Ability to be sensitive to others and trustworthy with sensitive and/or confidential information
- Financial Member of Reiki Australia for three years minimum.

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