

Position Description
COO/Centre Manager



**Redfern
Legal
Centre**

Sydney based
Permanent, full time with part time considered
Supervision: CEO

1. Redfern Legal Centre

Redfern Legal Centre is a non-profit community legal centre that promotes social justice and creates change. We provide free legal advice, legal services and education to people experiencing disadvantage in New South Wales. We drive innovation and change through policy and law reform work to address inequalities in the legal system, policies and social practices that cause disadvantage.

We provide effective and integrated free legal services that are client focussed, collaborative, non-discriminatory and responsive to changing community needs - to our local community as well as state-wide. Our specialist legal services focus on tenancy, credit, debt and consumer law, financial abuse, employment law, international students, First Nations justice, police accountability, and provide outreach services including through our health justice partnership.

2. Position Overview

The Chief Operating Officer (COO) is responsible for management of effective operations of the organisation. The COO is part of the management team that works together to deliver and implement the strategic goals of RLC.

The COO supervises the Operations Team including the IT and Operations Officer, Data entry officer, and the Front Desk and Community Engagement Manager.

3. Position Responsibilities

1. Organisational Strategy

- 1.1 Lead the development and implementation of Redfern Legal Centre's Measurement and Evaluation Frameworks to contribute to strategic planning, continually improve our service delivery, and deliver reports for funders and funding applications.
- 1.2 Draft and maintain up to date organisation wide policies that align with RLC's values of social justice and non-discrimination.

2 Operations and Systems

- 2.1 Supervision of Operations Team including the IT and Operations Officer, Data entry officer, Front Desk and Community Engagement Manager.

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ACN: 31 001 442 039

- 2.2 Ensure high quality, accessible and culturally appropriate service delivery, including intake, that is responsive to changing community needs.
- 2.3 Manage premises and operational systems to ensure they are innovative and efficient.

3 Staffing

- 3.1 Implement RLC Employee Wellbeing Strategy.
- 3.2 Management of recruitment, onboarding and offboarding of staff, salary levels and payroll, in consultation with external accountant.
- 3.3 Support managers across the organisation to implement performance reviews and professional development plans for all staff members.
- 3.4 Oversee volunteer management to ensure staff are supported through a thriving volunteer program through efficient systems and processes.
- 3.5 Ensure RLC complies with Workplace Health & Safety requirements, workplace laws and regulations and is a safe and non-discriminatory workplace, including through coordination of the WHS Committee and risk reporting to the Board.

4 Company Secretary

- 4.1 Work with the CEO to prepare reports for the Board.
- 4.2 Maintain the board calendar, take minutes, conflict registers and other governance responsibilities.
- 4.3 Maintain ACNC reporting responsibilities.
- 4.4 Oversee compliance and risk management including accreditation as a CLC, insurance and reporting obligations.

5 Financial and Funding Management

Assist the CEO to oversee financial management of RLC, including:

- 5.1 Working with RLC's external accountant;
- 5.2 Prepare budgets to propose and acquit funding;
- 5.3 Management of payment of suppliers and salaries;
- 5.4 Preparation of annual budget in consultation with the external accountant and CEO;
- 5.5 Coordination of schedule for funding reporting, funding reports and applications for RLC, including through preparation of data reports on services provided;
- 5.6 Contribution to stakeholder relationships through assisting with stakeholder databases and events.

4. Knowledge, skills and experience

Essential

- 1. Commitment to social justice and creating social change, including experience working in a non-profit organisation;
- 2. Experience in operations including demonstrated experience managing finances, HR, compliance and governance;
- 3. Experience in managing innovation and change in systems and procedures;
- 4. Excellent communication skills including experience in writing board reports, organisational policies and processes;
- 5. Experience in working with data analysis and extraction for reporting purposes;

6. Experience in managing staff members and working collaboratively to build a positive team culture;

Desirable

1. Experience in or knowledge of the community legal sector;
2. Experience in working with a diverse range of government, philanthropic and corporate funders.

5. Conditions

Salary and benefits: \$119,070.89 – 145,881.64 p.a. (pro rata for part time) depending on qualifications and experience.

Superannuation and annual leave loading are paid in addition to this and salary packaging is available.

In addition to being a flexible workplace, Redfern Legal Centre offers a 35-hour working week, time in lieu options and a paid end of year closure of two weeks (including public holidays) on top of four weeks annual leave.

As a Public Benevolent Institution, Redfern Legal Centre is able to offer staff generous salary packaging options. The tax savings for a staff member choosing to take full advantage of the salary packaging option mean that their take home salary may be increased by up to \$6,000 per annum.

6. Applications

Applications close: 9am Monday 22 May 2023.

Redfern Legal Centre is a diverse and inclusive workplace. We strongly encourage applications from First Nations applicants, people from diverse cultural backgrounds and people with disability.

Your application should be no more than six pages long and should include a cover letter, your resume and must include responses to the selection criteria included in the job description. Please send your application to recruitment@rlc.org.au.

Non-lawyers employed by Redfern Legal Centre are required to comply with s 121 of the Legal Profession Uniform Law.

Inquiries should be directed to Camilla Pandolfini – camilla@rlc.org.au