



Job Description

Our vision is “*Human Potential, Realised*”.

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

Role: Operations & Logistic Manager

Reporting: The role reports to the General Manager

Direct Reports: Production Leaders, DAAP Coordinator, and other relevant positions

Objective:

The key objectives of the role are to:

1. Manage industries operations and the scheduling, quality and on time delivery of production jobs;
2. Work with the General Manager to develop and expand product and service offerings, partnerships and growth.
3. Embed a customer and employee experience culture that delivers exceptional value around our services and delivers on our vision, mission, values and Our Mana.

Duties and responsibilities:

1. Develop and implement consistent and effective structures and processes that support production jobs to be planned, scheduled, completed and delivered effectively.
2. Manage day to day operations including the allocation of jobs, work schedules, daily activity plans, and billing that enables the effective and efficient delivery of services.
3. Develop Job Sheets based on customer requirements and work with Production Leaders to identify and match jobs to teams and individuals.
4. Work closely with Production Leaders, the Employment Support Worker and the team to identify ways to improve day to day production activities and build the capability of supported employees consistent with the Person Centred Active Support model.
5. Embed effective and sustainable practices throughout Industries operations. Manage quality, client, people, operational, resource, financial and risk outcomes relating to production.
6. Manage customer enquiries and expectations, providing feedback on the ongoing status of production jobs.
7. Implement quality control measures against service, funding and compliance objectives on a regular basis in accordance with Civic Framework. Identify gaps



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- and work with the team to build capability and/or improve outcomes. Refer to the General Manager when gaps are identified.
8. Embed Civic's mission, vision, values and Our Mana in the way we work, creating a customer and employee experience based culture that delivers exceptional value.
 9. Embed a high performance culture across your team by establishing clear expectations aligned to organisational and service goals and priorities. Ensure each team member is accountable for their success.
 10. Lead your team in a way that enhances the employee experience. Set clear expectations, communicate to hear, develop talent, build capability, provide feedback, and demonstrate empathy.
 11. Build and maintain a community and local industry profile and network. Be a brand ambassador for Civic and our services. Take proactive steps to support Civic to meet key targets around, referrals, revenue, growth, budget, and talent.
 12. Manage relationships and issues with parents, guardians and other key stakeholders to promote and encourage supported employment and effective working relationships.
 13. Support Production Leaders to understand and resolve complex concerns, complaints or where there may be complicating factors such as conflict of interest. Manage end to end when required and escalate to the GM as appropriate.
 14. Coordinate regular communication channels with Leaders and their teams to make sure ensure information is shared and understood. Advocate for your team, clients and service as needed.
 15. Ensure compliance with internal and external standards or practices including accreditation standards, food safety, and/or guidelines, work health & safety standards and contract compliance.
 16. Identify, monitor, report and mitigate operational risks, incidents and complaints/feedback. Manage and/or escalate issues and risks in line with critical incident and risk management requirements, as appropriate.
 17. Champion and effectively manage the implementation of change initiatives. Work with teams to embed and normalise the new.
 18. Monitor, analyse and report against operational performance, identify trends and potential areas of concern, and identify potential solutions to achieve organisational targets.
 19. Any other duties as directed by the Manager within the scope of the position and competence of the employee concerned

Essential Criteria

- Demonstrated experience in a production environment including overall responsibility for work planning and scheduling.
- A head for plans and schedules. The flexibility to develop a plan B. And the adaptability to go with it when it all flies out the window.
- Demonstrated experience leading a team to deliver exceptional customer service.



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- A willingness to get in and work alongside the team when a production deadline looms.
- An understanding of the needs of people with different abilities and a willingness to work with the team to create a valuable experience of work for supported employees.
- Experience developing policy, procedures and/or guidance materials would be a huge advantage.
- A passion for creating an incredible customer and employee experience that allows people to realise their potential.
- Unrestricted Drivers Licence.
- Logistical & delivery planning including contractor (carrier or driver management)
- Ensuring the safety of operations for all stakeholders
- Ability to juggle multiple tasks efficiently and meet set deadlines
- Oversee warehouse management system & logistic process planning (including space & resource planning including asset management, economic feasibility studies or financial viability assessment)
- Understand work safe practices and framework within the workplace