

POSITION DESCRIPTION

OPERATIONS MANAGER

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| Role | Operations Manager |
| Reports To | General Manager |
| Key Internal Relationships | Leadership Team, Operations Team, all other team members. |
| Purpose Of Position | The Operations Manager plays a vital role in helping The Entourage achieve its vision, mission and strategic objectives. The Operations Manager is responsible for managing the Operations team and for ensuring that sound financial management and effective technology and operational processes are in place across the business. |
| Review Frequency | <ul style="list-style-type: none">• Monthly vitals with direct manager• Bi-annual culture review• Annual performance review |
| Responsibilities | <ul style="list-style-type: none">• Lead and manage the Operations team, which consists of employees in information technology, finance and project roles• Ensure the Operations team, and each individual within it, achieve their KPIs• Ensure the ongoing improvement of the day to day operations of the business with a focus on infrastructure, processes, technology and systems• Document and improve principles and processes for getting work done across the business• Support the rest of the business with their technology and financial requirements• Manage departmental scoreboards that monitor and address company-wide performance and reportability• Leverage and improve upon the existing Salesforce platform and drive operational excellence through training and development• Maintain the Employee Handbook which documents and communicates standards, expectations and policies for all employees• Be the subject matter expert for project management across the business |



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| | <ul style="list-style-type: none"> • Ensure a professional, productive, safe and healthy work environment, as well as compliance with OHS and other governmental regulations • Serve as the primary liaison with vendors, utilities and other major service providers • Analyse inventory levels and utilisation, ensuring appropriate levels and usage at all times. |
| Key Performance Indicators | <ul style="list-style-type: none"> • Achievement of departmental and individual KPIs • Operations team performance and happiness • Operational excellence across the business |
| Competencies, Knowledge And Experience | <p>Above all, you are passionate about the difference that education, specifically entrepreneurship education, can make to the world. In addition to this you have extensive experience in:</p> <ul style="list-style-type: none"> • Managing a high performance, high output team • Professional and personal development of team members • Setting and communicating performance metrics • Financial management and accountability • Working in a fast-pace, high-pressure environment • Demonstrating cultural leadership • Technology management • Project management • Inventory management • Human relations and conflict management • Planning, organising and problem solving skills. |
| Desirable Qualifications | <p>Tertiary qualification in Business or similar (Masters level seen favourably but not essential).</p> |
| General | <ul style="list-style-type: none"> • Maintain a positive approach to business using appropriate conduct and a responsible and professional manner consistent with the standards expected by The Entourage and its clients at all times. This also includes maintaining a professional and business-like standard of personal presentation. • The Entourage is an Equal Employment Opportunity Employer and is committed to ensuring a workplace free of discrimination and harassment. This commitment is based on the need to ensure our company complies with Equal Opportunity laws. Ensuring that discrimination and harassment does not occur in the workplace is the responsibility of all employees. • The responsibility of Occupational Health and Safety in the workplace lies with all employees. This includes conducting yourself in a safe manner and not putting yourself and others at risk, as well as complying with the company's requirements in relation to OH&S. All employees also have a duty to ensure that additional company policies are observed and practiced. • Follow/adhere to all lawful and reasonable instructions and requests as directed by your Manager or delegate. This includes upholding policies and procedures set by The Entourage. <p>This exciting opportunity will enable the right candidate to grow and develop in a fast pace environment, accelerating the fast growth of</p> |



The Entourage and her/his personal growth and success.

As an Entourager, you will display a daily commitment to upholding and driving the following principles within the Entourage team. These values are something that we absolutely live by.

You will continually display and champion our Values on a daily basis in all areas of influence:

- Be WOW. Exceed expectations in everything we do
- Lead innovation. Think creatively to develop new solutions
- Education matters. Develop yourself and others
- Make it happen. Take responsibility and be outcome oriented
- Come from heart. Be compassionate, respectful and humble
- Become World's best practice. Understand and drive world class outcomes
- Be Happy, bring quirk.

Please sign as confirmation that you have read and understand the above detailed Position Description:

Name: _____

Date: _____

Signature: _____

