

Position Description:
Australian Alliance to End Homelessness (AAEH)
Chief Operating Officer

Employer	AAEH
Remuneration	Salary Range to be commensurate based on experience
Term	Ongoing
FTE	Full Time, with genuine consideration given to a 0.8 FTE arrangement for the right candidate.
Reporting	Chief Executive Officer, AAEH
Location	Remote, but preferably Adelaide-based

CONTEXT

The Australian Alliance to End Homelessness (AAEH) is an independent champion for preventing and ending homelessness in Australia. We recognise that the scale of homelessness in Australia is both preventable and solvable and that despite the common misconception to the contrary, we can end homelessness in Australia.

Since 2013, we have supported individuals, organisations, governments and local communities across Australia to work collaboratively across sectors to end homelessness – not just at an individual level, but systemically. Specifically, we work to prevent, reduce and end homelessness by ensuring that everyone has access to the housing and support they need, so that any future incidents of homelessness are rare, brief and once-off. This is how we define an end to homelessness.

Through the Advance to Zero Campaign, our Allied Networks and our Training and Advisory Services, we support local communities to demonstrate that ending homelessness is possible.

In recent years, we have experienced significant growth and merged with several organisations and collaborations. We are seeking an experienced, purpose-driven Chief Operating Officer to lead AAEH through the next phase of organisational development, consolidation and further growth.

POSITION SUMMARY

Reporting to the CEO, the Chief Operating Officer is responsible for leading the development and implementation of organisational and financial strategy, operations and planning, supporting the Board and CEO to build and lead a high-performing team capable of achieving AAEH's mission and overseeing administrative and overseeing the organisation's administrative and financial functions.

The Chief Operating Officer will demonstrate flexibility in organising and undertaking work; show a high degree of initiative, independence and resourcefulness; exhibit excellent communication and relational skills; and demonstrate thoughtfulness and intelligence in decision making.

The preferred location for this position is Adelaide, where the successful candidate will have access to an office and be based close to the CEO.

Where the successful candidate is based in a location without access to an AAEH office, they must be able to work effectively from a virtual or home office and build strong working relationships in an online environment. This includes collaborating confidently with the CEO, colleagues and stakeholders across Australia to fulfil the requirements of the role. Domestic travel will be required in the role.

KEY RESPONSIBILITIES

This role oversees and coordinates AAEH's finance, People and Culture, governance, and operations functions, including their day-to-day activities.

Financial and resource management:

- Overseeing the AAEH's finance function including budgeting, cash flow, capital management, financial modelling, pricing and financial performance reporting.
- Providing strategic financial and commercial advice to the Board, CEO, and Senior Leadership team to support business growth and sustainability.
- Supporting project and event budgeting, fundraising activities, funding acquittals and other reporting.
- Leading and developing the small finance and operations team.

People and Culture

- Providing executive oversight of the human resources and workplace health and safety functions, supporting organisational capability, compliance and culture.
- Recruiting, training, mentoring, and developing high-performing operational talent.
- Supporting lived experience engagement and First Nations cultural competency.
- Supporting the development of volunteering capability.

Governance

- Providing support to the Board and CEO in preparation and delivery of meetings and other reporting responsibilities.
- Leading the development, implementation and ongoing review of organisational policies and governance frameworks, ensuring they are fit for purpose, consistently applied and aligned with legal, regulatory and strategic requirements.
- Monitoring key performance indicators (KPIs) to assess operational efficiency and identify areas for improvement.

Planning

- Collaborating with the Senior Leadership team to develop and execute the organisation's overall strategic plan.
- Developing and aligning organisational planning with the organisation's mission, vision, and long-term objectives, in a complex operating environment across multiple states.

Operations Management

- Providing strong leadership and direction to the operations team, fostering a culture of accountability, collaboration, and continuous improvement.
- Identifying opportunities for process enhancements and efficiencies, implementing best practices to streamline operations.

Legal, Risk and Compliance

- Ensuring compliance with relevant regulations, standards, and legal requirements.
- Coordinating and developing legal agreements and contracts across the organisation.
- Developing and maintaining effective risk management strategies to mitigate operational and financial risks.
- Undertaking the role of Privacy Officer for the organisation.
- Managing the audit processes.

Cross-Functional Collaboration

- Collaborating with other senior leaders and staff to align operations with overall objectives.
- Fostering effective communication and teamwork across the organisation.
- Supporting the work of the Senior Leadership Team.

Technology and Innovation

- Identifying emerging technologies and industry trends to drive innovation and collaboration.
- Working with the technology and database team to ensure compliance and collaboration across the organisation's work.
- Evaluate and implement technology solutions to enhance operational efficiency.

SELECTION CRITERIA

Essential

Knowledge and Experience:

- Demonstrated senior-level experience leading, managing and delivering an organisation's core finance functions, including financial strategy and controls, budgeting, forecasting, cash flow and performance reporting, and the effective oversight of bookkeeping, audit and statutory compliance.
- Proven track record of successful operations leadership in a similar industry and organisational life cycle.
- Strong analytical, problem-solving, and decision-making skills.
- Excellent communication and interpersonal abilities.

- Demonstrated ability to drive change and implement process improvements.
- Knowledge of industry-specific regulations and compliance requirements.
- Strong project management capability.
- Appropriate proficiency in relevant ICT systems, including Microsoft Office and/or Google Workspace, SharePoint, Xero and others.
- Demonstrated experience supporting boards and committees.
- Genuine commitment to ending homelessness.

Qualifications

- Bachelor's degree in a relevant field, such as business, finance, etc.
- At least 3-5 years' experience in Chief Operating Officer, Chief Financial Officer or similar senior role.

Desirable

Knowledge and Experience:

- Professional experience in the homelessness or not-for-profit sector.
- A strong commitment to social justice.
- Management experience working with remote teams.

Qualifications

- CPA or CA Qualified.
- AICD qualification or equivalent board governance experience.