

# ADRA Australia

## Operation Officer/Manager – Open Heart International (OHI)



**Commitment:** Full-time, Two years maximum term contract

**Location:** Wahroonga, Sydney

### About the role

ADRA Australia is seeking an experienced and enthusiastic Operation Officer or Manager to provide operational oversight for Open Heart International (OHI), a division of ADRA Australia. The Operation Officer or Manager works in collaboration with ADRA leaders on strategy formulation, fundraising and marketing, finance, and good development practice. He/she is responsible for seeking new business and funding opportunities that support OHI's purpose to facilitate the sharing of medical best practice in vulnerable communities and transform lives. The Operation Officer/Manager is also responsible for management and support of volunteer medical professionals and staff, and the coordination of medical trips including fund-raising, travel, insurance, and risk management.

The successful applicant is a servant-leader who is passionate about ADRA's purpose, "to serve humanity so all may live as God intended" and is committed to meeting the challenges of this diverse role with enthusiasm, collaboration, and teamwork.

The successful applicant must have the legal right to live and work in Australia at the time of application.

The Job Description for the role is included at the end of this document and will give you more specific information on this exciting and challenging role.

### About ADRA Australia

The Adventist Development and Relief Agency (ADRA) is the official humanitarian agency of the Seventh-day Adventist Church. As part of the global ADRA network which reaches into more than 120 countries, we are motivated by our faith, to enable people and communities in Australia, New Zealand, the South Pacific, Asia and Africa to improve their health and livelihoods and assist people to prepare for and recover from disasters around the world.

ADRA Australia holds full accreditation with the Australian Government Department of Foreign Affairs and Trade (DFAT) and is a member of the Australian Council for International Development (ACFID) and the Australian Council for Social Services (ACOSS).

**Our Values** - We conduct our work by being:

*Connected* - working collaboratively for the best outcome for those living in poverty or distress.

*Courageous* - persevering through challenging situations.

*Compassionate* – empathising with the communities we work with and with each other.

## About the Open Heart International Team

The Operation Officer or Manager for OHI is appointed by the ADRA Australia ADCOM and reports to the Chief Executive Officer for ADRA Australia.

The Operation Officer/Manager works collaboratively with the following ADRA Australia units:

- Emergency Management
- Finance
- International Programs
- National Programs
- People & Culture
- Supporter Engagement

## Selection Criteria

### Essential

1. Commitment to the purpose of ADRA, and to the achievement of our overall strategy and priorities with demonstration of our ADRA values and desired team culture lived out in all aspects of work practice;
2. Willingness to work within a Christian ethos with conduct that is respectful of the beliefs and practices of the Seventh-day Adventist Church when in the workplace or otherwise representing ADRA Australia;
3. A passion for meeting humanitarian needs and building personal and community resilience;
4. A positive attitude complemented by high-level interpersonal skills;
5. Demonstrated capacity to effectively communicate both professional staff, stakeholders and volunteers of various backgrounds;
6. Ability to develop and nurture relationships with donors;
7. MBA or Marketing degree, with 5 years + experience in leading teams with networking, marketing and strong project management and negotiation skills
8. Demonstrated management, strategic planning and organisation skills;
9. Ability to prepare budgets to ensure sustainability and accountability;
10. Confidence in data management using various software programs; proficiency in Microsoft Office;
11. Ability to travel within Australia and overseas as the need arises.

### Desirable

1. Proven ability to contribute to the continuous improvement of processes and procedures that are fit-for-purpose and compliant with overarching protocols.
2. Demonstrated ability to work productively within demanding environment;
3. Ability to be agile, flexible and adaptable to change in a customer focused environment;
4. Experience working in cross-cultural settings or humanitarian sector;

## Key Competencies

- **Deciding and Initiating Action**  
Makes prompt, clear decisions which may involve tough choices or considered risks; Takes responsibility for actions, projects and people; Takes initiative, acts with confidence and works under own direction; Initiates and generates activity
- **Leading and supervising**  
Provides others with a clear direction; Sets appropriate standards of behaviour; Delegates work appropriately and fairly; Motivates and empowers others; Provides staff with

development opportunities and coaching; Recruits staff of a high calibre

- **Persuading and Influencing**

Makes a strong personal impression on others; Gains clear agreement and commitment from others by persuading, convincing and negotiating; Promotes ideas on behalf of self or others; Makes effective use of political processes to influence and persuade others

- **Formulating Strategies and Concepts**

Works strategically to realise organisational goals; Sets and develops strategies; Identifies and develops positive and compelling visions of the organisation's future potential; Takes account of a wide range of issues across, and related to, the organisation

## **Other Requirements**

- Commitment to abide by the ADRA Australia Code of Conduct and organisational policies and procedures. A copy of relevant policies is available on request.
- ADRA Australia takes the prevention of sexual misconduct, harassment, and child protection seriously and screens applicants for suitability. The successful applicant will be required to obtain a police check for each country in which the individual has lived for 12 months or longer over the last five years, and for the individual's country of citizenship (including dual citizenship holders). The successful applicant will need to provide their consent to a criminal record check. ADRA Australia recognises that in limited instances it may prove impossible to obtain a reliable criminal record check. In such circumstances a statutory declaration outlining efforts made to obtain foreign police check and disclosing any charges and spent convictions may be accepted.
- Applicants will be requested to disclose whether they have had a substantiated Sexual Exploitation Abuse or Harassment claim of any nature made against them in Australia or overseas. This is included in the Employment Application Form.

## **How to Apply**

To apply, candidates should address the selection criteria, in their application letter providing examples of past experiences and qualifications. The closing date is 10 October 2022; however we will be interviewing suitable candidates as they apply. Please forward your application letter and resume along with the names of three work related referees to: [hr@adra.org.au](mailto:hr@adra.org.au)

If you have questions or need further information, please contact: Gianina Badea, HR Coordinator for ADRA Australia, Phone +61 2 9473 9525 or email [hr@adra.org.au](mailto:hr@adra.org.au).

*ADRA Australia is an inclusive and Equal Employment Opportunity (EEO) employer.*

***The appointing body reserves the right to fill this position at its discretion and to close applications early.***

*See Job Description*



Position Title:	Operations Officer/Manager, OHI
Department:	Open Heart International (OHI)
Reports To:	ADRA Australia CEO
Team Supervision:	OHI Staff Members

Full / Part Time:	Full time – 2 years maximum term
Revised Date:	September 2022

**Purpose of Position:** A basic statement that describes the intent of the position.

The Operations Officer or Manager (OO/M) provides operational oversight of Open Heart International (OHI), a division of ADRA Australia. The OO/M works in collaboration with ADRA leaders on strategy formulation, fundraising and marketing, finance, and good development practice. The OO/M is responsible for seeking new business and funding opportunities that support OHI's purpose to facilitate the sharing of medical best practice in vulnerable communities and transform lives. The OO/M is also responsible for management and support of volunteer medical professionals and staff, and the coordination of medical trips including fund-raising, travel, insurance, and risk management.

**Behavioural Expectations:** Our code of Conduct - How we do things in our organisation that underpins our values.

ADRA Australia's Code of Conduct and Related Policies

**Key Competencies:** The competencies, qualifications, skills and experience the person needs to do the role successfully.

MBA or marketing degree with 5 years plus experience in leading teams with networking, marketing and strong project management and negotiation skills.

**ADRA Competency Framework:** 1.1 Deciding & Initiating Action, 1.2 Leading & Supervising, 3.2 Persuading & Influencing, 5.3 Formulating Strategies & Concepts

**Key Responsibilities:** The things that the person needs to be responsible for to successfully fulfil the obligations of this position.

Area of Responsibility Groupings or areas of responsibility	Actions / Tasks / Objectives What has to get done in this area	Measures of Success / KPI's How job performance will be measured
<b>STRATEGIC AND OPERATIONAL</b>	<ul style="list-style-type: none"> <li>Deliver OHI's strategy and plans and communicate results through annual review reports and quarterly steering committee meetings.</li> <li>Regularly liaise with ADRA leaders to discuss on-going managerial, programs, fundraising and finance support and engagement.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly reports are presented to the Steering Committee demonstrating strategy and annual plans achievement.</li> <li>Annual review reports are disseminated to all stakeholders.</li> <li>Compliance requirements are met according to funding/donor/partner specifications.</li> <li>Regular meetings with CEO, Supporter Engagement, Finance, and International Programs directors for planning and high-level decision making.</li> </ul>
<b>TEAM LEADERSHIP</b>	<ul style="list-style-type: none"> <li>Manage and support OHI volunteer project coordinators and staff to successfully fulfil their responsibilities and enjoy a positive work culture.</li> </ul>	<ul style="list-style-type: none"> <li>OHI volunteers and staff are achieving OHI's strategic objectives and demonstrating high levels of engagement and commitment.</li> <li>OHI staff are engaging and benefitting from the Work-Rite program.</li> </ul>

<b>FINANCIAL SUSTAINABILITY &amp; RELATIONSHIP MANAGEMENT</b>	<ul style="list-style-type: none"> <li>• Grow partnerships and develop new business to enhance OHI's financial sustainability</li> <li>• Nurture relationships with major donors and bequest prospects</li> <li>• Develop partnerships with medical suppliers to grow in-kind medical supply donations.</li> <li>• Fosters a strong relationship with Sydney Adventist Hospital (SAN) for more medical trips and financial contributions</li> </ul>	<ul style="list-style-type: none"> <li>• OHI's total revenue is sustainably increasing for the next 5 years.</li> <li>• Strategic supporter care follow-ups with major donors and bequest prospects.</li> <li>• OHI's in-kind donations of medical supplies is sustainably increasing for the next 5 years.</li> <li>• OHI receives annual cash contributions/donations from the SAN.</li> </ul>
<b>MEDICAL/PROGRAM PARTNERSHIPS</b>	<ul style="list-style-type: none"> <li>• Develop individual long-term country/partner plans outlining duration, scope, budget and exit strategy</li> <li>• For each medical trip, develop medical trip proposal, budget, logistic plan (including travel, insurance, vaccination), and conduct post-intervention evaluations.</li> <li>• Keep OHI's core policies including child protection, safeguarding (PSEAH), anti-terrorism, and anti-corruption and fraud policies and procedures up to date.</li> </ul>	<ul style="list-style-type: none"> <li>• Country partnerships are guided by an MOU and country plans, and comply with OHI's core policies including child protection, safeguarding (PSEAH), anti-terrorism, and anti-corruption and fraud policies and procedures.</li> <li>• Each medical trip is supported by a proposal, budget, logistic plan, and a post-intervention evaluation.</li> </ul>

Print Employee Name:

Employee Signature:

Date:     /     /