Manager, Operations
Dairy Australia – Position Description

POSITION DETAIL

<table>
<thead>
<tr>
<th>Position Title: Manager, Operations</th>
<th>Position Reports to: Group Manager, Farm Profit and Capability</th>
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<tbody>
<tr>
<td>Business Unit: Farm Profit and Capability</td>
<td>Sub-unit: Operations</td>
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<tr>
<td>Number of Direct reports: TBC</td>
<td>Number of Indirect reports: 2</td>
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POSITION PURPOSE

This role exists to support the day to day running of the Farm Profit and Capability (Farm) team and oversee operational activities such as prioritisation, budgeting, and planning, reporting, team operating rhythms and facilitate engagement across Dairy Australia on behalf of the Farm Team. This role is critical to support the Farm team manage interdependencies across a large volume of work, effectively manage the large volume of enquiries coming into the team including prioritising work across the Farm team.

MAIN ACCOUNTABILITIES

Delivery

- Management and co-ordination of operational tasks of the farm team which includes the high-level co-ordination of farmer-facing educational engagements
- Coordinating, overseeing and participating in the compiling of budgets and forecasts that relate to the Farm Team, in order to present them for approval to GM-Farm
- Collaborating with key stakeholders, ensuring all Farm activities are planned, resourced and delivered in a coordinated and prioritised manner
- Performing and reviewing quality assurance controls, alongside monitoring performance against set KPIs
- Utilising available financial data to forecast and manage budgets effectively and efficiently with the project managers and Finance team
- Reporting on project health and delivery, in addition to providing information for reporting requirements into Dairy Australia’s governance requirements, such as project portfolio reporting, evaluation information, etc.

Processes and Practices

- In collaboration with the GM-Farm, you will create, develop and formulate strategic and operational objectives for the broader team
- Working alongside the GM-Farm, collectively playing significant roles in the long-term planning, including formulating strategic and operational objectives including initiatives geared towards operational excellence
- Improve processes and policies in support of organisational goals.
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- Formulate and influence organisational policies and procedures to maximise output. Monitor adherence to policies and procedures
- Act as the intermediary between the Farm team and other departments with the intention of increasing the effectiveness and efficiency of deliverables
- Uncovering, developing and implementing different ways to increase the quality of customer and stakeholder service levels
- Maintaining and championing effective document management systems to ensure accurate storage of information and retrieval when required

**Leadership**
- Coordinate the Farm team operating rhythm, including meeting agendas, minutes, follow up on agreed action points with the intention of creating accountability across the team
- Providing leadership and assisting with management of staff where required
- Assisting with the recruitment and training of staff where required
- Drive initiatives in the Farm team and organisationally that contribute to long-term operational excellence
- Foster a spirit of teamwork and unity among team members that allows for the appreciation of diversity as well as cohesiveness, supportiveness, and working effectively together to enable each employee and the department to succeed

**SPECIFIC POSITION REQUIREMENTS**

**EXPERIENCE/KNOWLEDGE/ABILITIES**

**Experience**
- Experience building strong relationships at all levels of an organisation
- Demonstrated ability to successfully participate as a member of a project team and/or lead a project team
- Demonstrated ability to successfully manage multiple competing priorities
- Strong operational experience in planning and prioritisation of conflicting demands
- Open to direction and collaborative work style, and commitment to get the job done
- Ability to challenge and debate issues of importance to the organisation.
- Ability to look at situations from several points of view and is persuasive with details and facts
- Operations Management experience and/or tertiary qualifications in a related field

**KEY WORKING RELATIONSHIPS**
**Manager, Operations**  
Dairy Australia – Position Description

### Internal
- All Farm Team Managers
- All RDPs
- All Group Managers
- Marketing and communications
- Functional support leaders
- Portfolio management office
- Finance Team
- Strategy Manager

### External
- Contracted service providers for delivery of projects
- Working with external stakeholders may sometimes be required

### Behavioural Competencies

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<thead>
<tr>
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<tr>
<td><strong>Building and instills Teamwork and Cooperation</strong></td>
<td>Encouraging active participation and cooperation within the team. A skill for building successful relationships to ensure support and collaboration</td>
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<tr>
<td><strong>Relates to others</strong></td>
<td>Builds strong, trusting relationships that foster success</td>
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<td><strong>Methodical approach and strong prioritisation and organisation skills</strong></td>
<td>The ability to identify possible problems or stumbling blocks, employs a process of breaking complex tasks into manageable segments</td>
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<td><strong>Exemplary problem-solving skills</strong></td>
<td>The ability to identify the cause and effects of problems in the workplace, including highly skilled in analysing existing information to come up with appropriate solutions</td>
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<td><strong>Creative Thinking</strong></td>
<td>Utilising existing knowledge to develop original ways of working, in addition to working with others to brainstorm original, mutually beneficial solutions</td>
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<td><strong>Commitment to Excellence</strong></td>
<td>Actively seeking new ways of working and new ways to support the organisation to improve productivity</td>
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**Flexible Working Opportunities available for this role:**

(this assessment is based on factors such as the type of activities the role performed, systems required to be used to perform the role etc. Discussions with manager are required to validate before flex working commences)

- ☑ Remote Working
- ☑ Early start/early finish
- ☑ Part-time
- ☑ Job-share