

## SCHEDULE 1 - POSITION DESCRIPTION

Position Title	Operations Manager
Hours	Full-time position (or 0.8 FTE by negotiation) It is expected that most work will usually be undertaken between the hours of 9am-5pm Monday to Friday. Some out-of-hours work may be required from time to time when travelling or for meetings.
Team / Program Area	Wesnet Business Operations
Award/Agreement/ Classification	The position is guided by the Social, Community, Home Care and Disability Services Industry Award [MA000100]. Classification is linked to Level 7. Conditions are in accordance with the NES and the SCHADS Award. Generous salary packaging is available as Wesnet is a registered Public Benevolent Institution.
Reporting to	CEO Wesnet
Tenure	This is a three-year fixed-term contract subject to a probationary period.
Location	Bendigo office and remote work.

### *Position Summary*

The Operations Manager provides operational leadership across all areas of Wesnet's business functions, including procurement, information, data management, finances and administration for Wesnet, ensuring efficiency and compliance with relevant legislation, policies, standards, and reporting requirements. Working closely with the CEO and part of the Leadership Team, the role provides strategic leadership and delivers a broad range of operational and administrative functions across the organisation.

### *Position Responsibilities*

The Operations Manager is responsible for the review, design, implementation and monitoring of operational systems, policies, procedures and infrastructure, ensuring that Wesnet's business operations are efficient, compliant and capable of sustaining the organisation's strategic objectives and its role as a peak body into the future, optimising its social impact. This includes:

1. Development, implementation and continuous improvement of administrative, governance, strategy, risk management, audit and compliance systems, policies and procedures, providing high-level advice to the CEO on emerging risks, regulatory obligations and opportunities.

2. High-level strategic and operational advice and support for the CEO including preparation and analysis of Board papers, Executive reporting and key organisational documentation and records to inform good governance and decision-making.
3. Lead organisational financial management, including multi-year multi-program budget development and monitoring, financial forecasting, cashflow management, financial reporting, and liaison with the Treasurer, relationships with external accountants, auditors and funding bodies to ensure financial sustainability and accountability.
4. Senior executive oversight and day-to-day management of operations, administrative and finance, HR, OH&S and compliance and reporting activities, ensuring systems and processes are fit-for-purpose and continuously improved.
5. Lead the management of outsourced ICT services, and other business providers, and ensure Membership Database and Case Management Systems meet organisational requirements.
6. With WESNET's Leadership Team, contribute to the planning and delivery of organisational programs, projects and initiatives, providing operational expertise and cross-functional coordination to achieve strategic outcomes.
7. Drive continuous improvement in organisational systems, workforce capability, and business processes, identifying opportunities to enhance efficiency, quality and Wesnet's capacity to deliver on its strategic objectives.

### **General responsibilities of all employees at Wesnet**

- Contribute to the efficient and effective functioning of the team in order to meet organisational objectives.
- Participate in the Performance Development process, including regular review of individual workplace performance and strengths against the accountabilities and performance objectives associated with the role.
- Contribute positively to promoting a culture of health, safety and wellness for employees and volunteers at Wesnet and work with the OH&S policies.
- Abide by the policies and procedures of Wesnet.
- Ensure all work undertaken in your role aligns with the Strategic Plan and Wesnet's values.
- Contribute positively and consistently to the development and achievement of the relevant annual Operational Plans.
- Proactively finalise and complete an annual Professional Development plan, including booking and arranging assessment.
- Ensure workplace behaviour is consistent with the organisation's Code of Conduct and Conflict of Interest statements.
- Perform responsibilities in a manner that reflects, and responds to, a focus on ethical conduct, engagement and continuous improvement.
- Other duties may be assigned as needed.

## Qualifications and Experience

<i>Required Experience and Skills:</i>	<ul style="list-style-type: none"><li>• Tertiary qualification (e.g., Public Administration, Business Management, Accounting, Commerce or Management), or relevant vocational diploma in business operations or related field with significant industry experience.</li><li>• Operational management experience in a domestic/family violence or other social service provider or non-profit organisation, or equivalent.</li><li>• Experience in managing staff/leadership and participating as a member of an Executive Management Team.</li></ul>
<i>Additional desirable skills:</i>	<ul style="list-style-type: none"><li>• Bilingual skills (e.g., reading, writing, speaking, signing).</li><li>• Knowledge about the specialist violence and allied frontline service provider sectors.</li></ul>

## Key Selection Criteria

### Essential

1. Proven leadership experience in managing and optimising business operational systems, finances, administration, procurement, IT and compliance, preferably in the Australian not-for-profit sector.
2. Exemplary organisational skills and experience in reviewing and designing business systems, policies and processes, including ICT.
3. Demonstrated experience in not-for-profit financial management, strategy and risk, including budgeting and monitoring, financial reporting, accruals, cashflow monitoring, and working with external accountants or auditors.
4. High-level interpersonal skills, including a demonstrated ability to work cooperatively and effectively within and across a small team.
5. Demonstrated ability to work under pressure, handle multiple tasks, manage time to meet deadlines, maintain accurate records and produce high-quality work.
6. Excellent computer skills, including familiarity with admin management of Google Workspace, accounting software, database/CRM administration, and an ability to learn new software and applications quickly.
7. Commitment to Wesnet's vision and values, including intersectional feminism.

### Desirable

1. Experience in the Domestic/Family Violence service sector or in another social/ human services not-for-profit sector.
2. Understanding and /or experience in working in a membership or 'peak body' organisation.
3. High-level competencies in designing, implementing, monitoring, measuring, improving and documenting processes, systems and workflows.

4. Experience in grant writing, budget preparation and costings.

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### **Additional Information**

- A current police check (within the last 12 months) and Working With Vulnerable People/Working with Children registration will be required prior to commencement.

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### **Office Hours**

It is expected that most work will usually be undertaken between the hours of 9am-5pm Monday to Friday. Some out-of-hours work may be required from time to time when travelling or for meetings.

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### **Relationship to performance development and review**

This position description operates in conjunction with and forms part of the annual review and professional development process. An initial review will take place at the end of the induction and probationary period and then annually.

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### **Wesnet conditions and benefits**

Wesnet is a Public Benevolent Institution, and generous Salary Packaging is available to staff through our provider <https://eziway.net.au/#>

Wesnet aims to provide a family-friendly workplace offering flexible working arrangements within operational requirements.

Benefits include:

- flexible working hours as agreed to assist in work/life balance within operational requirements.
- study leave, professional development and training, and a commitment to staff safety.

No overtime will normally be paid (unless specifically agreed in writing).

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### **Copyright and Intellectual Property**

Copyright and intellectual property rights in relation to resources, programs, documentation, systems and all other outputs that are produced or to which a contribution is made in the course of undertaking the employment remain the sole property of Wesnet Inc. The employee's contributions to major pieces of written or other work will be properly acknowledged in writing in the report or product.

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### **How to apply**

To be considered for shortlisting and an interview, your application **must** include:

- A Cover Letter
- A statement that describes your suitability against each of the key selection criteria detailed in the Position Description.
- A resumé containing your contact details, a summary of work experience, details of qualifications and education.
- Referees - if offered an interview, you will be required to provide details of at least two referees - ideally, one should be your current or most recent supervisor from your most recent employer, and another supervisor with knowledge of your work performance relevant to this position.

**Application deadline: The final date for application receipt is 9am AEST on 3 August 2026. Early applications may be considered on arrival. Late applications will not be considered. Wesnet reserves the right to extend the final date if no suitable applicant is found.**

Applications must be submitted via email to [jobs@Wesnet.org.au](mailto:jobs@Wesnet.org.au)

- The position description is available at <http://www.Wesnet.org.au/jobs>
- If you need additional information about the position, please send your written enquiry to [jobs@Wesnet.org.au](mailto:jobs@Wesnet.org.au).
- A Single PDF is preferred.
- PLEASE NOTE: Applications that do not comply with the above will not be considered.

## Welcome to WESNET

## Schedule 2

### Our Organisation

WESNET is a national women's peak body that facilitates and promotes policy, legislative and programmatic responses relevant to women and children who have experienced domestic or family violence.

WESNET works to minimise the harm to women and their children from domestic and family violence by advancing responses that:

- Ensure the safety of women and children;
- Empower them to live free of violence; and
- Improve the social, political and economic status of women.

### Our Values

Wesnet embraces core guiding principles and values that shape the organisation and its work. These are:

#### **Intersectional Feminist Analysis**

Wesnet is committed to and applies intersectional feminist analysis to reflect on how family violence is situated within gendered and structural oppression.

#### **Gender Equality**

Wesnet understands that domestic and family violence and abuse is gender-based violence and is a human rights issue. Freedom from violence is a critical obstacle to achieving substantive gender equality as well as to the enjoyment of human rights and fundamental freedoms. Gender inequality is a key driver of gender-based violence.

#### **Children & Young People**

Wesnet recognises that children and young people are the subject of their own rights.

#### **Feminist Organisation**

Wesnet is a feminist organisation, promoting woman-centred practice. Women are experts in their own lives and women using services have the right to participate in planning and decision making. Wesnet fosters and encourages women's roles in management and leadership.

#### **Working in Solidarity**

Wesnet acknowledges Aboriginal and Torres Strait Islander peoples as Australia's first peoples and as the Traditional Owners and custodians of the land and water on which we live, work and play. We commit to working in solidarity.

## **Diversity and Multiculturalism**

Wesnet is intersectional, and celebrates diversity and multiculturalism. We understand that patterns of oppression - including patriarchy, ableism, colonialism, imperialism, homophobia and racism - impact uniquely on multiple identities. Wesnet works to ensure policies, programs and services serve and support all women and non-binary people. We do not tolerate discrimination.

## **Collaboratively and Collegiately**

Wesnet works collaboratively and collegiately. Wesnet recognises that addressing gender-based violence and abuse takes a coordinated effort across all elements of the community including governments, NGOs, business, academia and individuals.

## **Evidence-Base**

Wesnet works for an evidence base, and from the principle that perpetrators be held to account.

## **Climate Change Impact**

Wesnet acknowledges the impact of climate change and climate change induced disasters globally, and particularly on the most marginalised women and children. We commit to taking action.

We are also guided by our Strategic Plan. You can read more about our vision and purpose in the plan here: <https://wesnet.org.au/about/strategic-plan/>

We expect all WESNET staff to uphold our vision and work in line with our values.

# Our programs

## Peak body role

WESNET is a national women's peak body representing the estimated 360+ domestic and family violence specialist services. WESNET member services are women-led, and work within an intersectional feminist framework - acknowledging the disadvantage women face, and the further disadvantage faced by women from vulnerable populations - and deliver their services with a survivor-centred, empowerment approach.

We provide a range of services and opportunities to our member services each year in return for membership fees.

In 2025 we are hosting the 5th World Conference of Women's Shelters which will bring together advocates from the women's shelter movement together.

We also play an important role in bringing the voice of the membership and the women and children they support to the policy and legislative processes at the federal, and occasionally the state/territory level.

The WESNET Secretariat supports the Board of WESNET in their governance role. The WESNET board is elected by the members. Board members hold a two-year term and half the board is spilled at each AGM. The Board is made up of representatives from each State/Territory and up to three diversity representatives to ensure the Board has good representation and diversity. More information on the governance structure and operations of WESNET can be found in the Rules of Association and in Chapter 1 of the WESNET Policies and Procedures.

## Safety Net Australia

The Safety Net Australia service was established in 2011 by WESNET. Objectives of the project include working with communities and agencies to address how ongoing and emerging technology issues impact the safety, privacy and accessibility rights of victims of domestic and family violence, sexual violence and stalking; and to train agencies who work with women experiencing all forms of violence in ways to use technology strategically to help find safety, access support and services and gather evidence against their abusers.

We also provide direct relief programs such as in partnership with corporate partners Telstra and Uber.

The team manages the Telstra *Safe Connections* program which provides new smartphones to women experiencing violence, particularly those who are experiencing technology-facilitated abuse, and training to frontline agencies about the safe distribution of the smartphones, common ways that smartphones are misused and how to work with survivors to enhance safety and safe access to technology. The Safety Net team are funded by a grant agreement with the Department of Social Services under the National Plan to e

Both WESNET and the Safety Net Australia service work with a wide range of government, corporate and regulatory bodies to provide advice and training about the intersection of technology and violence against women.

## Additional Information

- WESNET is an equal opportunity employer.
- Aboriginal and Torres Strait Islander people, those who speak languages other than English and people from other diverse communities are encouraged to apply
- In regard to Work Health and Safety (H&S) All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by proactively managing incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.
- Employment is subject to a satisfactory current (within past 12 months) National Police Check (and if based in the ACT, a General Working With Vulnerable People (WWVP) Check) at the start of tenure and renewed every 3 years or as requested. The employee is also responsible for notifying the National Director if any criminal activity occurs in between National Police Checks that may be likely to come up on a future check.
- Applicants who are not permanent residents or citizens must have a valid Australian visa with work rights

## WESNET conditions and benefits

WESNET aims to be a family-friendly work-life balance workplace offering where possible flexible working arrangements and conditions in line with the Award.

Benefits include:

- Access to generous salary packaging as a Public Benevolent Institution is available to part-time and full-time employees once past probation.
- long service leave due after ten years, with access after seven or as legislated in the state/territory
- flexible working hours as agreed to assist in work/life balance within operational requirements.

- study leave, professional development and training, and a commitment to staff safety.
- No overtime will normally be paid (unless specifically agreed in writing).

### **Office hours**

Office hours are 9.00am – 5.00pm, Monday to Friday or as agreed. Some out-of-hours work may be required for example participation in forums and training, and adjustments for this will be managed through 'flexi' time. It is also recognised that the employee may require some flexible time. The normal working week will be negotiated with the Manager. Flexibility to these hours can be arranged by mutual agreement between the employee and the Manager from time to time. Wesnet strives to be family-friendly and flexible within operational requirements. The CEO will negotiate regular days of work for part-time positions operating as part of a team.

### **Copyright and Intellectual Property**

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### **Confidentiality and Security**

Upon commencing employment, you will be required to sign a confidentiality agreement. Such confidentiality remains binding after the termination or resignation of the Employee. Breaches of confidentiality and/or security may result in disciplinary action and/or legal action.

*We look forward to having you on our team!*