

## **Operations Manager**

### **Literacy for Life Foundation (LFLF)**

- Lead day-to-day operational support functions of a dynamic Aboriginal-led organisation
- Drive meaningful change in Aboriginal and Torres Strait Islander communities

#### **About the Role:**

The Literacy for Life Foundation is seeking a dedicated and experienced Operations Manager to oversee and enhance the operational efficiency of our community-led literacy programmes. This role is critical in ensuring the effective delivery of our mission to improve adult literacy, digital skills, and community outcomes. Working remotely with regular domestic travel, the successful candidate will play a vital part in both the strategic planning and hands-on operational management of the Foundation.

As Operations Manager, you will ensure that LFLF has the enabling and support functions (Admin, HR, Finance, IT) that ensure our programmes are delivered to a high standard. You will work closely with Aboriginal communities, and help foster improvements in health, wellbeing, education, justice, and employment. This is a unique opportunity to contribute to a proven, evidence-based initiative that places self-determination at the core of its success.

#### **Key Responsibilities:**

- Lead and manage daily operation of support/enabling functions (Admin, HR, Finance, IT), ensuring they align with the Foundation's strategic objectives
- Provide leadership and support to operational staff, including managing the Administration Coordinator
- Collaborate with local Aboriginal communities to design and deliver support functions that are fit-for-purpose and responsive to need
- Oversee financial management, including budgeting and reporting, in partnership with outsourced accountancy services
- Ensure compliance with all regulatory requirements and internal policies, preparing regular operational reports
- Manage IT systems, data security, and privacy protocols
- Coordinate domestic travel to facilitate on-the-ground programme delivery and operational oversight
- Contribute to long-term strategic planning to support the sustainability and growth of the Foundation

#### **Required Skills and Experience:**

- Proven experience in operations management, ideally in the not-for-profit, education, or community sectors

- Demonstrated experience working with Aboriginal and Torres Strait Islander communities, with a strong understanding of cultural protocols
- Strong leadership and team management skills, with a track record of mentoring and developing staff
- Excellent organisational skills, with the ability to manage multiple priorities and projects simultaneously
- Solid financial acumen, including experience in budget management and financial reporting
- A hands-on, practical approach, capable of balancing strategic oversight with ground-level management
- High emotional intelligence, with a passion for social justice and commitment to improving literacy and educational outcomes

**Desirable:**

- Experience in adult education, literacy, or community development programmes
- Familiarity with the challenges of working in remote or rural areas
- Experience working in an Aboriginal-controlled organisation

**Remuneration:**

- Base salary of \$140,000, plus salary-sacrificing options and 11.5% superannuation
- Flexible work-from-home arrangements with regular travel opportunities

**Benefits:**

- Opportunity to work in a leading Aboriginal-led organisation that is making a significant impact on community wellbeing
- Dynamic and supportive working environment with opportunities for professional growth and development
- A key role in shaping and delivering programmes that have a proven track record of success in First Nations communities

**Aboriginal and Torres Strait Islander people are strongly encouraged to apply.**

**For a confidential discussion or further information, please contact Malcolm Duncan at [malcolmduncan@insgroup.com.au](mailto:malcolmduncan@insgroup.com.au).**