



CATHOLIC ARCHDIOCESE OF MELBOURNE

## Senior Operating Officer

- **Full time, 38 hours per week**
- **East Melbourne location**

The Catholic Archdiocese of Melbourne through its ministries and agencies is at service of the people of God, planting the Gospel of Jesus Christ into their communities and lived daily. We are seeking to appoint a Senior Operating Officer as a newly created position within the Office of the Vicar General.

As a trusted advisor reporting directly to the Vicar General, the Senior Operating Officer will support the implementation of mission reorientation and identify new opportunities to realise the mission of the Church in Melbourne. The role proactively directs and executes the day to day activities of the Office of the Vicar General and improves operational effectiveness by implementing internal policies, systems, processes and workflows that promote efficiency and consistency.

The Senior Operating Officer nurtures and supports relationship with the clergy and religious congregations while supporting the Vicar General in engaging with Clergy, Parishioners and the wider community across key projects and accountabilities. This includes working closely with the Vicar General to resolve complaints and the development and management of comprehensive, integrated and systematic approaches to managing risks that reflects the mission priorities and missionary reorientation.

To be successful in this role, you will have demonstrated capability in the following:

- An understanding of, and commitment to, the Catholic Church and a commitment to the philosophy and core values of the Catholic Archdiocese of Melbourne.
- Significant leadership skills and a track record in proactively executing and delivering meaningful outcomes and successful programs and policy frameworks.
- Excellent collaborator and communicator with proven ability to work in partnership with diverse stakeholders and deliver effective outcomes.
- Demonstrated capability to develop and implement operational improvements, including designing systems and automation to deliver improved efficiency and consistency of outcomes that deliver greater levels of agility and responsiveness.

This role is an opportunity to engage in the sharing of Mission; a reaching out in Gospel boldness; operating in an agile and responsive mindset; identifying and embracing what is fruit bearing in our works; understanding the outward focus and call of being missionary disciples; and being mindful of good stewarding in terms of time, talent and gifts.

**Applications are to be sent to [recruitment@cam.org.au](mailto:recruitment@cam.org.au) by Wednesday 8 July 2020.**

***See role description for further details.***





CATHOLIC ARCHDIOCESE OF MELBOURNE

## ROLE DESCRIPTION

### ROLE

Role Title:	Senior Operating Officer
Team/Office:	Office of Vicar General
Location:	East Melbourne
Employment Status:	Permanent
Reports to:	Vicar General
Direct Reports	3

### PRIMARY OBJECTIVE OF THE ROLE

**Support Missionary Reorientation:** Reporting to the Vicar General the role will support the implementation of the “Reform in the Walking” reorientation which seeks to align the key activities of the diocese in support of the mission and to identify new opportunities to realise the mission.

**Operational Support:** Proactively direct and execute the day to day activities of the Office of the Vicar General.

**Improve Operational Effectiveness:** Implement operational systems, processes and workflows that promotes efficiency and a consistent process.

**Clergy & Parish Engagement:** Nurture and support effective relationships with the clergy and religious congregations. The role will support the Vicar General in engaging with Clergy, Parishioners and the wider community across key projects. Work closely with the Vicar General to resolve complaints.

**Trusted Advisor:** Provide advice to the Vicar General on all matters referred and review documents when required.

**Team Leadership:** Lead the team and ensure effective performance support of the following team members; Parish relations and lay ecclesial ministry officer, project management officer and EA to Vicar General.

**Effective Integration:** Assist in the effective integration of new areas of mission into the Office of Vicar General. Contribute to the ongoing support for the Ministry of Priests.

**Internal Policy Development:** Responsible for internal policy development for the Office of Archbishop and Vicar General. Design and execute the internal policy frameworks relevant to the responsibilities of the office, e.g. Volunteer Policy. Ensure adherence and compliance with policies and procedures. Responsible for providing timely advice on policy and regulatory compliance to support the effective operations of the Office of the Archbishop and Vicar General. Ensure integrity in ministry matters and adherence to professional standards.

**Promoting a Mission Culture:** Support the building of a highly inclusive mission culture ensuring Clergy, parishes and team members thrive, and mission outcomes are met.

**Risk Management:** Create and manage a comprehensive, integrated and systematic approach to managing risks that reflects the mission priorities and missionary reorientation. Support the Office of Archbishop and Vicar General to implement effective risk management practices that are embedded in the planning and decision-making processes. Responsible for providing guidance and advice about effective risk management practices, facilitating risk reviews and overseeing performance reporting as they relate to the work of the Archbishop and Vicar General. (Ideally in 12-18 months this role capability could inform Clergy and parishes on risk management.)

## OFFICE/TEAM OVERVIEW

The Archdiocese of Melbourne through its ministries and agencies is at the service of the people of God, planting the Gospel of Jesus Christ into their communities and lives daily.

Presided over by the Archbishop of Melbourne, the Archdiocese comprises around 1.1 million Catholics, and is the largest Archdiocese in Australia with a wide variety of people, cultures and ministries, providing services and support to 210 parishes and over 334 schools through pastoral, educational, social welfare and administrative support.

Under the guidance of four key priorities outlined by the Archbishop, the works and activities of the Archdiocese are oriented towards a missionary focus to address the ongoing needs of: Local Communities; Families; Youth and Young Adults; and the Poor, Broken and Wounded.

This is achieved through a pro-active engagement in the sharing of Mission; a reaching out in Gospel boldness; operating in an agile and responsive mindset; identifying and embracing what is fruit bearing in our works; understanding the outward focus and call of being missionary disciples; and being mindful of good stewarding in terms of time, talent and gifts.

## KEY ACCOUNTABILITIES

- Proactively execute key programs of work that support the implementation of mission reorientation. Support the Vicar General in building effective engagements with Clergy, Parishioners and the wider community across key projects. Work closely with the Vicar General to resolve complaints.
- Lead the team reporting into the Vicar Generals office , set comprehensive goals for staff and monitor progress.
- Develop and implement operational improvements, including designing systems and automation to deliver improved efficiency and consistency of outcomes in the office of the Vicar General that deliver greater levels of agility and responsiveness.
- Design and execute the internal policy frameworks for the Office of Archbishop and Vicar General. Ensure that policies align with and advance mission objectives. Responsible for providing timely advice on policy and regulatory compliance to support the effective operations and integrity in ministry matters of the Office of the Archbishop and Vicar General.
- Provide advice to the Vicar General on all matters referred and review documents when required.
- Support the building of a highly inclusive mission culture built around the guiding principles of the Archdiocese of Melbourne and contribute to ensuring Clergy, parishes and team members thrive and mission outcomes are met.
- Create and manage a comprehensive, integrated and systematic approach to managing risks in the Office of the Archbishop and Vicar General. Support the Office of Archbishop and Vicar General to implement effective risk management practices for their offices and embed practices in the planning and decision-making processes.

## KEY CHALLENGES

- Prioritising the workload and ensuring mission and strategic projects are implemented while managing the daily activities of the office.
- How to ensure that the team effectively build a culture of subsidiarity and solidarity between Office of the Vicar General and Parishes & Clergy.
- Introducing an effective performance appraisal process for existing staff and new staff to ensure that the team deliver outcomes that meet the needs of the office and the mission.

## KEY RELATIONSHIPS

WHO	WHY
<b>Internal Stakeholders</b>	
Office of Archbishop & Vicar General	Work collaboratively across the teams to deliver effective outcomes and build on the culture of sharing mission, agility, responsiveness and proactivity.
Mission Team & Stewardship Team	Escalate queries and complaints, keep informed where necessary and seek advice. Provide suggestions and input on areas for improvement. Engage with the team developing the Parish Relationship Tools and tools that enable and empower the office of the Vicar General.
<b>External Stakeholders</b>	
Clergy, Parishes, Catholic communities	Be responsive and contribute to more effectively serving the needs of clergy, parish and communities. Provide and gather information to enable a deeper level of engagement between the office of the Vicar General and the clergy/parishes. Provide advice on how to manage areas of risk or policy and assist them to build the capability to manage complaints and enquiries at the local level where appropriate.

## ESSENTIAL REQUIREMENTS OF THE ROLE

- An understanding of, and commitment to, the Catholic Church and a commitment to the philosophy and core values of the Catholic Archdiocese of Melbourne.
- Significant Leadership Skills and a track record in delivering meaningful outcomes and successful programs.
- Must be excellent collaborator and communicator who has a track record of collaborating with others and delivering effective outcomes.
- National Police record check (essential)
- Working with Children Check (essential)
- Current Drivers Licence (essential)

## KEY CAPABILITIES FOR THE ROLE

- Empathy with and an understanding of the Catholic Church
- Bachelor's degree in business administration or related field
- 5+ years' experience in operations preferred
- Strong business acumen, great people skills.
- Adept problem solver and decision maker
- Collaborative style and a track record in building effective teams.
- Excellent communicator both orally and written
- Outstanding organisational and time management skills.
- Detail-oriented
- Diligent and proactive
- Respectful of deadlines

## ADDITIONAL INFORMATION

Operating Officer direct Reports include:

- Executive Assistant to Vicar General – permanent full time (existing)
- Project Officer – 3 year fixed term contract (new role)
- Parish Relations & Lay Ecclesial Ministry Officer – permanent (new role)