

Job Title: Senior Operations Manager

Location: Sydney

Hours: Full-time

About the Organisation:

At Al-Ayn Social Care Foundation Australia, we are dedicated to providing orphaned children living in poverty with the resources and opportunities needed to overcome their challenging circumstances. We believe that when a child realises their potential, it not only transforms their future but also positively impacts their families, communities, and society as a whole. Our mission is driven by our core values of transparency, dignity and empowerment.

Role Overview:

The Senior Operations Manager is a senior leadership role responsible for the effective day-to-day management and operational performance of Al-Ayn Australia. The role ensures that organisational strategy, policies, and standards set by Al-Ayn International are implemented efficiently and consistently at the country level.

The Senior Operations Manager provides operational leadership across all functions, oversees staff and systems, and ensures the organisation operates in a compliant, effective, and sustainable manner. The role requires a confident decision-maker and people-focused leader who can translate strategy into action, strengthen processes, and support staff performance and development.

Key Responsibilities:

1. Strategic & Operational Leadership

- Lead and oversee the implementation of approved operational and annual plans for Al-Ayn Australia.
- Translate organisational strategy into effective operational actions and priorities.
- Ensure alignment with Al-Ayn International and Al-Ayn Australia policies, procedures, and strategic objectives.
- Provide operational input and recommendations to senior leadership.

2. Operations & Office Management

- Oversee the day-to-day operations of the organisation, ensuring efficiency and effectiveness.
- Establish, maintain, and continuously improve office procedures and operational systems.
- Oversee procurement, administration, and facilities management.
- Ensure compliance with all relevant legal, regulatory, and health & safety requirements.

3. Performance Management & Reporting

- Oversee departmental planning and ensure teams meet agreed objectives and KPIs.
- Monitor organisational performance through regular reporting and review meetings.
- Prepare operational reports and presentations as required for senior management and governance purposes.
- Identify operational risks, gaps, and improvement opportunities, and implement corrective actions.

4. People Management & Leadership

- Provide operational leadership and guidance to staff across all functions.
- Work closely with the Admin & HR Manager on recruitment, onboarding, and staff development initiatives.
- Support professional development and training programs in coordination with HR.
- Conduct or participate in regular performance reviews and appraisals, ensuring staff performance are in line with organisational objectives.
- Encourage a positive, inclusive, and high-performance workplace culture.
- Support staff in managing workloads, resolving conflicts, and maintaining operational efficiency.

5. Systems, Processes & Continuous Improvement

- Collaborate with teams and the Admin & HR Manager to develop, review, and standardise operational and procedural documentation.
- Identify inefficiencies and lead initiatives to improve productivity, quality, and scalability.
- Promote best practices, accountability, and continuous improvement across all teams.

6. External Representation & Engagement

- Represent Al-Ayn Australia in external meetings, public engagements, and community events as required.
- Engage professionally with donors, and volunteers.

Qualifications & Experience:

- Bachelor's degree required; Master's degree in a related field is desirable.
- Significant experience in a senior operational or management role; non-profit experience is strongly preferred.
- Demonstrated experience managing staff, systems, and multi-functional operations.
- Strong budget management experience, including preparation, analysis, and reporting.
- Experience working with governance structures, policies, and compliance requirements.

Skills & Competencies:

- Strong leadership, organisational, and decision-making skills.
- Excellent written, verbal, and presentation skills.
- Proven ability to plan, prioritise, and manage competing demands.
- Strong people management, coaching, and delegation skills.
- High level of attention to detail and accountability.
- Proficiency in Microsoft Office and organisational systems.
- Ability to work effectively with diverse teams, volunteers, and stakeholders.

Languages:

- Full professional proficiency in English.
- Arabic is desirable.

Additional Requirements:

- Flexibility to work outside standard working hours when required.
- Willingness to represent the organisation professionally at events and engagements.

Salary:

The salary is competitive and commensurate with experience and qualifications.