



**Job description: Senior Operations Manager, South East Asia and the Pacific Department (parental leave cover)**

**Job Title:** Senior Operations Manager, South East Asia and the Pacific Department

**Location:** Melbourne is preferred, but flexible for remote working across Australia.

**Reporting to:** South East Asia and the Pacific Department Director

**Direct Reports:** 2x Programme Support Officers, 1x Programme and Operations Assistant and operations consultants when required.

**Duration:** Fixed term contract for 11 months (October 2025 to September 2026), (the role is to provide parental leave cover), Full time

**Salary:** AUD\$ 113,729.90 gross per annum plus superannuation

### **Conciliation Resources**

Conciliation Resources is an independent international organisation working with people in conflict to prevent violence, resolve conflicts and promote peaceful societies. We provide practical support to help people affected by violent conflict achieve lasting peace. We draw on our shared experiences to improve peacebuilding policies and practice worldwide. We work with partner organisations and individuals (officials, civic actors and politicians) supporting processes of change, including through supporting key actors in regions effected by conflict to explore options for progress through dialogue, analysis and access to new thinking. We also work with civil society groups to become more effective in advocating for rights, encouraging debate and achieving policy change.

We have worked in the South East Asia and the Pacific (SEAP) regions since 1994 and currently have four programmes: A regional Pacific Programme, a Fiji Programme, a Papua New Guinea Programme and a Philippines Programme.

We work with partner organisations and individuals to create an environment in which long-term change is possible, supporting key actors in the conflicts (officials, civic actors and politicians) to explore options for progress through dialogue, analysis and access to new thinking; engaging with hardliners and enabling broad participation including marginalised groups. We help civil society groups become more effective in advocating for rights, encouraging debate and achieving policy change, which will contribute to potential reconciliation.

### **Job purpose**

Conciliation Resources is headquartered in London, with a branch office in Melbourne, and registered in Australia as Conciliation Resources Australia (CRA). The SEAP Department also has personnel and office spaces in the Philippines and Fiji. It is also currently in the process of registering in the Philippines.

The Senior Operations Manager is responsible for the delivery of the following operational functions for the SEAP Department: Conciliation Resources Australia entity statutory obligations, governance, office management, human resources, department fundraising, staff safety and safeguarding, programme support and compliance. The role is responsible for developing and maintaining SEAP Department processes and systems required for these operational functions.

The Senior Operations Manager provides project, administrative and logistical support as necessary. They play a key role in liaising and supporting across programme teams, consultants and suppliers, ensuring they have what they need and proper guidance to get work done. The Senior Operations



Manager works closely with the London based CR Core and Operations team, particularly the COO, Safety and Compliance team, MEL, Gender and the Fundraising team.

Reporting to the SEAP Department Director, the Senior Operations Manager will represent the Operations team on the SEAP Department Leaders Team and contributes to SEAP department strategy and management.

### **Specific responsibilities and tasks**

#### **A. Operational representation and planning**

Represent the Operations team on the SEAP Department's leaders' team, and both leads on and contributes to the SEAP department's strategies, policies and overall management.

Coordinate the development of the SEAP department's annual plan for the Department Directors approval. Coordinate with the Senior Finance Manager and lead on SEAPs annual operational plan, including the operations budget. Contribute to the development of organisation-wide strategy, policy and cross organisational learning when necessary.

Represents the SEAP Operations team on the Team Leaders Forum, participating in or delegating processes regarding the strategic and organisational development of Conciliation Resources. Support the SEAP Operations teams contribution to organisational policy development and comparative learning process for relevant areas of responsibility.

#### **B. Entity and Office Management and Governance**

Manage CRAs legal, entity and governance compliance in Australia and any other operation jurisdiction (e.g. registration, ACNC requirements, constitution, AGM administration, governance).

Oversee the general upkeep of the office, including supplies, equipment, and facilities and their maintenance.

Oversee procurement processes, ensuring compliance with organizational and donor guidelines and requirements.

Support any scoping or registration processes for satellite offices in coordination with the Program Director and Philippines Operations Manager.

Develop processes and policies as required to ensure entity and governance compliance in new operations jurisdictions.

Oversee department IT and asset management

#### **C. Human Resources**

Lead the SEAP department's HR function, ensuring that appropriate systems and processes are in place to promote staff well-being and foster a positive, supportive work environment.



Ensures that HR practices align with local legal requirements (in the Philippines, PNG, Fiji, and Australia), including staff contracts and grievance procedures.

Oversee SEAP's recruitment processes, staff well-being services, and grievance and complaints procedures, while ensuring that employee records are up-to-date and accurate.

Lead the implementation of SEAP department HR policies, procedures, and practice guidelines to ensure local compliance.

Lead occupational health and safety initiatives for all SEAP department offices.

Provide advice to the SEAP Department Director on department culture, values, and workplace planning.

#### **D. Safeguarding, Security and Compliance**

Lead in ensuring that the SEAP department's policies are compliant with both Conciliation Resources policies and local regulatory requirements – including policies for staff safety, keeping people safe and incidents. The position will also ensure that these policies are implemented by SEAP programme teams, including ensuring that the required systems and processes are in place.

Support and advise the Department Director in their duty of care to SEAP department staff, to establish and maintain a culture of safeguarding, transparency and reporting within the department and all its programmes and partnerships.

Review program security plans, review travel ready and active monitoring forms and monitor staff's/consultants/volunteers' safety while travelling.

Manage both safeguarding and safety reporting for the SEAP department, including ensuring reporting tools are in place, along with receiving, responding to, and processing of reports, ensuring appropriate involvement and oversight from the London office.

Facilitate any safeguarding or safety investigation or response processes for SEAP, in coordination with program directors and with advice from London.

Responsibility for maintaining and updating the team risk register and incident log and supporting the Department Director with risk management across the department.

Advise and input into Conciliation Resources policies in relation to safety, safeguarding, compliance.

Where necessary, act as a safeguarding liaison with programme teams on safeguarding mapping, partner safeguarding risk assessments and key organisational deliverables in relation to safeguarding according to the organisational standards and requirements communicated by the International Safety and Compliance Manager.

Be responsible for ensuring that donor compliance needs are met for safety and compliance of programs and CRA operations.

### **E. Finance and Fundraising**

Develop and oversee the financial management of branch and satellite office running costs, including integration across programs and quarterly reporting and providing backup to the Senior Finance Manager role if required, e.g. managing the Finance team, payments, budget development and pay-roll.

Represent the organisation by signing off fortnightly payroll, monthly BAS, operational spending and act as a signatory on CRAs bank account.

Lead on the development of new fundraising strategies and processes to support cross program fundraising opportunities.

### **F. Programme Support**

Responsible for managing and overseeing the SEAP programme support functions, including the provision of grant management, programme implementation, analysis, learning, and fundraising support to the SEAP programme teams.

Responsible for ensuring that the SEAP program support functions are providing monitoring, evaluation and learning, and gender expertise and support to the SEAP programme teams.

Maintain a comprehensive understanding of active and upcoming projects across all programmes represented by the department to ensure appropriate program support is provided to the team.

### **G. Line management and oversight**

Lead and guide the SEAP Programme Support team, providing vision to the team and representation to and from wider Conciliation Resources structures.

Motivate, inspire and ensure development opportunities within the Programme Support team. Support direct reports, setting objectives, providing constructive feedback via regular catch ups, appraisal and performance management processes, identifying training and development opportunities.

### **H. Other**

Share in collegial duties as a senior staff member. Perform other tasks consistent with the skills and expertise of the post-holder as required on an ad hoc basis, and as requested by the Department Director.

Demonstrate a commitment to gender equality, diversity and inclusion, including a respect for diverse cultures and ways of working and adhere to Conciliation Resources equality, diversity and inclusion policy and its effective implementation; demonstrate a strong commitment to Conciliation Resources safeguarding policy and zero tolerance on bullying and harassment including sexual harassment.

Apply our core values to all work and develop them within the organisation, including through signing and adhering to Conciliation Resources Code of Conduct.

### **Person specification**

#### **Essential knowledge, skills and experience**

- Significant organisation and team management experience to a senior level, including managing multiple project and programme manager level positions at the same time.
- Experience managing organisation operations functions, including: finance, human resources, and/or safety compliance.
- Experience developing, implementing and adapting organisation policies, including human resources, finance and/or safety compliance.
- Strong organisational skills including planning, developing, implementing and maintaining administrative systems.
- Experience of developing or adapting organisational policies and processes to meet local compliance
- Ability to coordinate and execute project planning
- Strong understanding of organisational budgeting and finances
- Experience of line management and team management.
- Initiative, enthusiasm and a problem-solving approach to new challenges.
- Able to explain, advocate and express facts and ideas in a convincing manner, and negotiate with individuals and groups internally and externally.
- Excellent working knowledge of Microsoft Office software packages, databases, email, internet.
- Experience of working in a multicultural environment.
- Experience working with vulnerable individuals, particularly in a conflict context.
- Excellent verbal and written communication skills in English.
- Willingness to work irregular hours occasionally and to undertake some travel.
- Experience of hostile environment awareness training or willingness to undertake hostile environment awareness training.
- Some knowledge of and interest in peacebuilding/ humanitarian/ development sector safety and security and safeguarding issues.
- Appreciation of issues of confidentiality, and cross-cultural and political sensitivity.

#### **Desirable knowledge, skills and experience**

- Experience overseeing and performing basic IT administration
- Experience overseeing and performing basic HR administration
- Experience in fundraising in the non-government sector
- Experience in developing and delivering systems for audit or quality assurance;
- Experience of safeguarding training or willingness to undertake safeguarding training.