



POSITION DESCRIPTION

Job Title:	Operations Manager	Classification:	Level 3
Stream:	Operations Managers Stream	Reports to:	Burnside High P&C Assn President, or their delegate.

Position Summary

- To ensure the smooth and efficient running of all business operations within the P&C Association in accordance with relevant policies and standards.
- Oversee the day-to-day operations of the P&C Association including but not limited to, the business (namely, the canteen, uniform shop and bookkeeping business units) in accordance with policies and procedures as determined by the P&C Association and relevant legislation.
- Drive effective communication between the P&C Association, school, volunteers and broader school community.

Responsibilities and Duties

General Duties

- Provide exceptional leadership and management of the P&C Association’s business operations;
- Work positively with all staff, parents, P&C’s Executive Committee members and community members;
- Attend all meetings as required of the P&C’s Executive Committee;
- Consistently demonstrate professionalism, integrity, commitment, fairness and co-operation in all aspects of work;
- Assist with the overall financial and administration requirements of the P&C Association and its subcommittees in accordance with relevant legislation;
- Oversee all aspects of communication in consultation with the P&C’s Executive Committee; and
- Assist in the business development of the P&C Association by exploring avenues to increase revenue, making recommendations to the P&C’s Executive Committee and implementing changes where authorised by the P&C’s Executive Committee.

Planning

- Participate in the preparation of the annual budget and take all steps to ensure compliance with the budget;
- Apply detailed knowledge of the P&C Association’s objectives, performance, projected areas of growth, product trends and general industry conditions for the purposes of assisting in developing policy or new products and services to meet changing market needs or other circumstances;
- Assist in the annual scheduling of events and ongoing engagement for effective execution of events; and
- Coordinate the resourcing needs and subsequent rostering of the canteen, uniform shop and bookkeeping business units.



Organising and Coordinating

- Manage day to day business operations;
- Supervise all staff to ensure the efficient and effective management across all business units under the control of the P&C Association;
- Finalise quotations or costings by applying a detailed knowledge of variable inputs, margins, market conditions, supply and delivery arrangements;
- Develop appropriate signage/instructions;
- Maintain key systems that support event delivery e.g., try-booking, flexi-schools, volunteer sign-up, etc.; and
- Act as key contact for event co-ordinators, providing support and guidance to P&C Association volunteers in the planning and execution of events.

Human Resources

- Build a strong and flourishing team environment consistent with the P&C Association's values;
- Manage recruitment and contracts in collaboration with P&Cs Qld HR Support Services team;
- Manage staff orientation, rostering, labour costs, morale, conflict, communication, meetings and employment relations for each department;
- Find and schedule professional development opportunities; and
- Operate and be responsible for a complex and diverse payroll system under the guidance of the bookkeeper.

Monitoring and Reporting

- Keep abreast of all changes in current legislation which may affect the operations of the P&C Association's businesses;
- Control and/or maintain oversight of stock takes, stock levels and wastage;
- Ensure the work environment complies with workplace health and safety (WHS) legislation and develop WHS procedures;
- Provide regular reports to the P&C's Executive Committee on P&C Association activities, including monthly formal reports with the income and expenditure analysis for the business operations;
- Regularly research, implement and manage the POS System; and
- Manage staff training and compliance.

Essential Qualifications and Criteria

Qualifications

- Eligibility to obtain a Working with Children Check (Blue Card)

Essential Criteria

- Knowledge of the *Parents and Citizens Associations Award – State 2016, Industrial Relations Act 2016* (Qld) and *Work Health and Safety Act 2011* (Qld);
- Excellent communication skills;
- Outstanding organisational skills;
- A leadership ability;
- Supervisory and problem-solving skills;
- Experience in budgeting and forecasting;



- Internet and PC proficiency with advanced skills in XERO or similar apps, Excel, PowerPoint and Outlook;
- Ability to produce work with a high level of accuracy;
- Commitment to, and maintain enthusiasm for, client service and delivery; and
- Possess flexibility and adaptability to manage changing work requirements and varying volumes of work.

Last reviewed: March 2025