

## POSITION DESCRIPTION – Professional Staff For levels 6/7 and above

Position Title:	Chief Operating Officer	Level:	Level 10 and above
Faculty:	Faculty of Social Sciences	Location:	Early Start Facility

### Primary purpose of the position:

The Chief Operating Officer is responsible for the overall operations of the Early Start Facility which includes the Early Start Discovery Space and links with the Early Start Engagement Centres. The position reports to the Executive Dean, Faculty of Social Sciences. In alignment with Early Start's vision, mission and strategic plan, the Chief Operating Officer oversees the Facility's management including developing and implementing operational policies and procedures, financial operations, marketing, staffing, security, maintenance and exhibit management, visitor services access and protocols and day to day operations of the Facility. In addition the COO will participate in the broader planning, budget development and program implementation of the 'Early Start' initiative.

### Position Environment:

The Early Start Project, a \$44 million venture within the newly created Faculty of Social Sciences, provides opportunities for local, national and international collaboration aimed at enhancing social capital and addressing disadvantage in our most vulnerable communities. Scheduled to open in early 2015, Early Start is a strategic interdisciplinary teaching, research and community initiative which will enable a new generation of graduates to work with young children, their families and communities. With a clear focus on pedagogies that shape learning for the 21st Century and beyond, Early Start offers a 'world class' facility that will transform teaching, research and community engagement in the higher education sector. The range of facilities that Early Start provides will encourage innovative ways of shaping pedagogies based on real-world experiences. The opportunities for academic staff to be creative in their approaches to teaching and learning extend well beyond any experiences that are currently available in Australia.

State-of-the-art technologies will combine with formal and informal learning and research spaces based on best practice design principles, extending the reach of higher education into early childhood services, schools and a range of community agencies. These facilities will enhance the training of students across disciplines, empowering them to work collaboratively with children and young people, their families and communities. They will also encourage the development of new and rejuvenated subjects and courses to meet the demands of regional, rural and remote communities. The building will house space specifically tailored for learning, teaching and research activities. This will include spaces for Higher Degree by Research students, a teaching kitchen to encourage greater awareness of nutrition, health and wellbeing across the community, a model early childhood education and care room, community meeting rooms and purpose built spaces for Art, Music, and Science Education.

By incorporating Australia's first Children's Discovery Centre, to be named the 'Early Start Discovery Space' (ESDS), into the main Facility, Early Start will encourage the active participation of children and adults, whether on site or at a distance, in a range of learning experiences. Stimulating exhibits and interesting educational programs led by experts in the field will pique the interest of young and not-so-young visitors. The ESDS will act as a catalyst for breaking down the 'invisible force field' that so often isolates higher education from the rest of the community by inviting public engagement with the sector.

The Early Start Facility will connect to 38 Early Start Engagement Centres located across regional, rural and remote areas of NSW through a range of enhanced technologies. These connections will afford opportunities for academic staff to be creative in their approaches to teaching, learning and research, establishing new standards across the higher education sector in Australia and the world.

At the heart of this exciting initiative is the opportunity it provides for addressing social, educational and economic disadvantage. Through Early Start, the University of Wollongong is committed to creating a landscape for change in the early childhood sector.

### Major Accountabilities/Responsibilities:

Responsibilities		Outcome	Office Use Only
1.	Lead and manage all aspects of the operations of the Early Start Facility including governance, planning, physical resources, budgeting, finance and administration. This includes activities integral to the operation of the building and its connections with the Children's Discovery Space and the Early Start Engagement Centres.	Ensure the facility is managed to deliver on the goals and objectives of Early Start.	
2.	Work with the Executive Dean, Pro Vice Chancellor, Inclusion and Outreach, Director ESRI, Head of School of Education, Faculty Associate Dean (Education) and Professor and Head of Early Start to develop and review strategic business plans and lead the development of operational plans, budgets and business models to advance the Facility and deliver its programs.	Integrated business plans in place that align to UOW framework and the needs of Early Start.	
3.	Ensure sound governance, policy, risk management and control frameworks to support Facility activities including the effective use of resources, regulatory compliance, achievement of standards and codes and a positive workplace culture.	All facility operations are of the highest quality and comply with all related regulations.	
4.	Manage and report on the Facility's financial activities.	Ensure all aspects of the facility are financially sustainable.	
5.	Provide leadership for the professional and volunteer staff within the Facility including the development of role descriptions, the recruitment, professional development of key staff and day-to-day supervision.	Attract and retain high quality staff within the Facility to deliver on strategic objectives.	
6.	Develop marketing strategies and coordinate marketing efforts relating to the Early Start Discovery Space.	Appropriate and targeted messages reach all market segments.	
7.	Oversight of building maintenance and exhibit management.	Enabling continued access to state of the art facilities and experiences within Early Start.	
8.	Manage service contracts related to facilities, information technologies, food service, security, maintenance and cleaning.	Ensure third party providers deliver the highest quality offerings for Early Start stakeholders.	
9.	Analyse operations to evaluate performance of the Facility and its staff in meeting objectives and to determine areas of potential cost reduction, program improvement or policy change.	Deliver continuous improvement to Early Start operations.	
10.	Provide leadership and oversight of the Facility's visitor service and visitor protocols, including access, ticketing, booking systems and membership and retail operations such as café and shop maintenance ensuring effective management of these key areas.	Provide the highest quality experience for all visitors to Early Start.	
11.	Develop and maintain effective working relationships with internal and external stakeholders.	Ensure the needs of all stakeholders inform the business operations of the Facility. Ensure future opportunities for sponsorship and engagement	

		with Early Start are well managed	
12.	Communicate and consult with staff on workplace and staffing matters.	Foster direct relationships with staff and enhance engagement with the organisation.	
13.	Observe principles and practices of Equal Employment Opportunity	Ensure fair treatment in the workplace	
14.	Have OH&S responsibilities, accountabilities and authorities as outlined in the <a href="http://staff.uow.edu.au/ohs/commitment/responsibilities/">http://staff.uow.edu.au/ohs/commitment/responsibilities/</a> document	Ensure a safe working environment for self & others.	

### Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

### Reporting Relationships:

Position Reports to:	Executive Dean
The position supervises the following positions:	Manager, Early Start Discovery Space Design and Technical Staff Volunteer Coordinator Marketing and Administration Coordinator Early Start Learning Technologist and other roles as determined.
Other Key Contacts:	Pro Vice Chancellor, Inclusion and Outreach, Director, ESRI, Head of School of Education, Professor and Head of Early Start Head, Continuing Professional Development, Faculty Executive Manager Faculty Management Accountant, Faculty Marketing Manager Director, Financial Operations, Associate Director ITS, Director, Facilities Management Division, Manager Staff Services, Director, Marketing

## Key Relationships:

### Contact/Organisation:

Early Start Interim Steering Committee  
Early Start Advisory Committee  
Directors of Early Start Engagement Centres

### Purpose & Frequency of contact

Reporting and Advising  
Reporting  
Coordinating engagement

## Key Challenges:

1. Setting up the operations of the Facility in a greenfield environment
2. Managing complex relationships with key stakeholders and funding agencies
3. Providing consistent and inspiring team leadership in an environment of complexity and change

## SELECTION CRITERIA - Knowledge & Skills:

### Essential:

- High-level understanding of governance and management practice across a range of areas including strategic and business planning, administration, finance, HR, marketing, fundraising, communication and PR and commercialisation
- Strong interpersonal skills, including the ability to influence and establish effective working relationships with a diverse range of stakeholders
- High-level written communication skills including the ability to prepare business cases and high quality management reports, formulate policy and procedures and operational plans
- Sound business analysis skills including proven competency in management and operational accounting
- A broad understanding of the University and its Early Start mission in Early Childhood Education
- Well-developed knowledge of QA processes
- Project management skills
- Demonstrated capacity to promote innovation and continuous improvement.

## SELECTION CRITERIA - Education & Experience:

### Essential:

- Relevant tertiary qualification in a business discipline or related field and relevant professional experience and training or equivalent professional attainment.
- Extensive leadership and general management experience in roles spanning multi-functional responsibilities.
- Experience in developing high-level plans, proposals, submissions, contracts and agreements.
- Demonstrated experience in the successful management of a substantial budget, including budget preparation, analysis and monitoring

## Personal Attributes:

- Ability to deal with complexity in strategic and operating environments, and to find and implement solutions to complex problems
- Outstanding leadership attributes and ability to manage change and motivate staff in a complex operating environment
- Results focussed and proactive
- Strong collaborator
- Personal resilience
- Models high professional service standards
- Manages personal time effectively

**Special Job Requirements:**

Availability to work weekends from time to time  
Availability to be 'on call' for emergency management  
Compliance with statutory requirements and UOW policy in relation to Working with Children

**Organisational Chart:**

Organisational chart coming soon.

**Approval:**

Approved by Head of Unit: \_\_\_\_\_

Date: \_\_\_\_\_

Approved by Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_