



Position Description

Role Name: Operations Manager

Status: Full Time Ongoing
Reports to: CEO
Direct Reports: JOY Operations Team

Organisational Purpose

JOY is Australia's LGBTIQ+ community media organisation located in Melbourne, Australia, broadcasting on the FM and DAB+ signal, streaming live 24/7 and hosting the largest rainbow podcast library in the world. JOY exists to make Australia a more inclusive place to live by providing a multimedia platform and enabler for change to the voices of the rainbow community and our allies.

JOY Values

Joyous - a celebration of diversity, talent, music and entertainment

Inclusive - a safe and supportive environment for all members of the LGBTIQ+ community

Courageous - a way to change lives by speaking out, sharing stories and challenging boundaries

Role overview

The Operations Manager is responsible for the successful delivery of JOY's Workplace, Finance, Compliance and Risk, Marketing & Communications, Administration, and HR functions, ensuring our people have the resources and environment required to perform their roles successfully.

The Operations Manager and team are also responsible for coordinating JOY events including our annual fundraising drive and managing our membership program.

Reporting to the CEO, and in collaboration with the Management Team, the Operations Manager leads the Operations team, ensuring they meet the strategic needs and reflect the values of JOY Media.

All JOY team members are required to perform their duties in accordance with current organisational policy and procedures, relevant ACMA and CBAA requirements; and the JOY Melbourne Inc. Rules of Association; to ensure a respectful, inclusive, healthy, safe and environmentally responsible workplace.

Key Responsibilities

- Develop, deliver and report on the JOY Operations Activity Plan, as directed by the CEO and in line with the JOY Strategic Plan
- Provide leadership to the Operations team to ensure they are empowered, informed and inspired to achieve outcomes on time, within budget and in line with JOY values
- Establish, deliver, maintain and continuously improve the JOY Operations systems for:
 - Inclusive, safe and accessible workplace and offsite locations management
 - Accurate, timely, compliant HR and administration (including volunteer management) systems
 - Secure, nimble, transparent financial management systems
 - Proactive, engaging and impactful marketing and communications
- Management of and reporting on JOY membership program
- Management and delivery of JOY events including AGM, Radiothon and other fundraising endeavours.
- Ensure JOY tracks and meets its compliance and regulatory obligations associated with the Operations functions

JOY Media
Victorian Pride Centre
Level 1, 79-81 Fitzroy St
St Kilda, VIC 3182
T 03 9267 6000
Social @joy949
Web joy.org.au



- Work collaboratively with internal and external stakeholders relevant to Operations to ensure consistency, effectiveness and professionalism of the Operations service delivery

Key Selection Criteria

- Significant (5 years +) experience in a leadership role managing teams, resources and projects
- Excellent organisational, planning and time management skills
- Qualifications or substantial experience in managing the Finance and HR admin functions for an organization.
- Significant (5 years +) skills and experience using Office 365 and cloud based technology, CRM (Salesforce), Campaign Monitor.
- Lived experience or a demonstrated high level of engagement in LGBTIQ+ communities' activities and conversations, bringing empathy, sensitivity and understanding of rainbow communities
- Passionate about building a more inclusive Australia

Organisational Membership and Certifications

Please note: all JOY team members are required to maintain a current, financial Membership of JOY Melbourne Inc. for insurance, governance, compliance and communications purposes.

A current Working with Childrens and National Police Check will be required for the successful applicant.

Application Process

Email your CV and a Cover Letter addressing the Key Selection Criteria to recruitment@joy.org.au. Applications will be considered on a rolling basis.