

AustCycle – Operations Manager

JOB DESCRIPTION

AustCycle Pty Ltd is a joint venture business between the Amy Gillett Foundation, Cycling Australia and other cycling industry bodies designed to deliver a national program of cycle training and bicycle education to all people of all ages and abilities. AustCycle aspires to increase the number of people who cycle while reducing the incidence of death and injury to cyclists

The role of the Operations Manager is to provide administrative and project management services to AustCycle. The Operations Manager will work in close collaboration with AustCycle representatives, in particular the AustCycle Chair and Board.

The Operations Manager will play a critical role in ensuring the efficient conduct of AustCycle operations. Working solo, but in liaison with support roles provided by the partner organisations, the role will set the foundation for the future growth and national expansion of AustCycle programs.

This is a full time position for an initial contract period of 12 months. The position will be located in the Cycling Australia office, L2 / 280 Coward Street, Mascot (Sydney, NSW). As a national program the role may include some inter-state travel and non-standard hours of work.

Key Responsibilities of the role will include;

- Administration and Finance
 - Conduct all administrative processes and procedures; respond to email, phone and website inquiries
 - Manage and coordinate financial operations against budget; coordinate financial reporting to AustCycle Board; in cooperation with Cycling Australia staff
 - Maintain and update website
 - Provide secretariat services to AustCycle Board
- Program Management
 - Provide support services to accredited AustCycle Providers and Teachers
 - Administer accreditation and licensing of Providers and Teachers
 - Maintain a national database of Providers, Teachers and clients
 - Manage delivery of training courses on a national basis
 - Manage recruitment of trainers, providers and teachers to facilitate expansion of AustCycle programs
 - Coordinate production of manuals, training aids and promotional collateral
 - Liaise with Cycling Australia technical staff to maintain quality control of AustCycle courses and curriculum (registered with National Coaching Accreditation Scheme)
- Project Management
 - Administer the implementation and reporting protocols of AustCycle projects (specific current priority: NSW Govt DECC project)
 - Coordinate negotiation, planning, implementation and evaluation of new projects
 - Implement appropriate communication and relationship management protocols with project partners
- Marketing Support
 - Ensure servicing of corporate and government partners and the delivery of agreed benefits and reporting
 - Coordinate promotion and marketing of AustCycle programs

- Work with AustCycle Board, external consultants and other supporters to deliver marketing and sponsorship initiatives

Reporting Lines

- The Operations Manager will report directly to the AustCycle Chair and through that position to the Board.

Issues and Challenges

- Maintaining communication with, and servicing of, all stakeholders
- Ensuring quality and reputation of AustCycle programs
- The national expansion of AustCycle
- Operating efficiently within a limited budget
- Managing workload and prioritising

Key performance Indicators

- Progressive roll-out of AustCycle programs to all Australian states and territories
- Satisfactory servicing of stakeholders – providers, teachers, participants, government & corporate partners and the AustCycle Board

Personal Qualifications

- Strong administration and project management skills
- A high level of written and oral communication skills
- Demonstrated capacity to manage and operate within a budget
- Ability to work both autonomously, and as part of a team
- Competency in IT operations – website updating, MS Office suite
- An understanding of marketing, sponsorship and event management disciplines will be highly regarded
- Relevant tertiary qualifications may also be an advantage