# Position Description: Chief Finance & Operations Officer

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| **Position Title:** | Chief Finance & Operations Officer |
| **Location:** | Chatswood; Sydney (at times, travel may be required) |
| **Reports to:** | CEO |
| **Work type:** | Ongoing; full time (some out of hours work required). |

## About WorldShare

WorldShare is a community of believers passionate about showing and sharing the love of Jesus. Our purpose is to see lives transformed and hope restored across the world through education, health and sharing the gospel.

We are a Christian aid and development organisation which embraces God’s mission to help and love those in need, particularly the most vulnerable and marginalised. We empower the outcast and forgotten through education, health and sharing the gospel, so they can have hope for the future.

We work through local Christian partnerships in Africa and Asia to bring lasting change to communities; particularly to vulnerable children, disempowered women and those excluded from their communities.

## Role purpose

The Chief Finance & Operations Officer leads the day-to-day financial and business operations of WorldShare. It requires an individual who is both strategic and tactical. Reporting to the Chief Executive Officer, the Chief Finance & Operations Officer is a lead role, responsible for overall financial management, business functions and analysis, ensuring ongoing viability and a secure financial future in line with WorldShare’s charitable status, mission and values.

This position is responsible for the development of WorldShare’s financial management and operations strategy and contributes to the development of the organisation’s strategic goals. In addition to the strategic components, the Chief Finance & Operations Officer is charged with developing and implementing effective policies and procedures both in the finance and general operational realms.

## Key responsibilities

The Chief Finance & Operations Officer is a key member of the leadership team, responsible for leading and overseeing the efficiency and effectiveness of all corporate operations including finance, governance, business systems, information and communications technology.

The Chief Finance & Operations Officer will be responsible for:

### Finance

* Maintenance and development of financial strategies and policies and procedures for continual improvement and to lead a culture of high performance
* Manage and participate in financial operations, including cash flow management, investments, petty cash, daily and monthly accounting and payroll processes, reconciliations, and monthly/quarterly reporting and analysis to the CEO and the Board.
* Oversight for the overall accounting and bookkeeping for WorldShare, including accounts payable and receivable, banking and payroll functions
* Setting and monitoring of fundraising and project budgets, forecasts, cash flow analysis, management and financial accounts and advice and support to inform decision making at all levels
* Monitor actual v budget position at overall and fund levels, and control and monitor expenses & payments (including foreign transfers) to help WorldShare optimise costs, and ensure that the Chief Executive Officer is appraised of key financial issues
* Work closely with (and provide support to) the Head of Supporter Engagement in fundraising initiatives, including processing management and tracking all forms of donations and producing revenue reports
* Work closely with (and provide support to) the Head of International Partnerships in developing financial report templates of WorldShare partner organisations and reviewing reports for accuracy and allocating funds in accordance with grant agreements
* Coordinate annual financial audits and risk assessments, support the preparation of the annual report and maintain the assets register
* Oversight of suppliers and contracts, establishing and managing accounts and supplier relationships, review of contract documentation from financial perspective and assessment of other procurement matters

### Operations

* Ensure the successful strategic development of the organisation to bring effective and efficient systems to WorldShare, including through business planning, internal policies, procedures and quality standards, cross-departmental working and external relations.
* Coordinate supporter service operations and improve processes to ensure supporter retention
* Evaluate risk and oversee risk mitigation measures
* Analyse and organise office operations and procedures to increase efficiency and productivity.
* Oversight and direct management of WorldShare’s core infrastructure including ICT, CRM, knowledge management and facilities management, ensuring that these are appropriate, cost-effective, reliable and minimise risk to the organisation.
* Devise and manage significant projects aimed at upgrading or improving WorldShare’s core infrastructure, as required
* Upgrade and implement appropriate systems of documented policies, internal controls, accounting standards, and procedures and ensure these are consistently followed.
* Assist with human resource management, including recruitment and induction of staff and other employment procedures
* Ensure compliance with WorldShare’s legal and statutory reporting obligations, including taxation, superannuation, data protection, fundraising licencing and ASIC/ACNC reporting)

### Management

* Develop and implement systematic organisational performance measures, both financial and operational
* Oversee, direct, and organise the work of the finance and operations team (including mentoring, developing staff using a supportive and collaborative approach, as well as assigning accountabilities; setting objectives; establishing priorities; and monitoring and evaluating results)

### General

* Promote a culture of high performance and continuous improvement that values learning and a commitment to quality
* Maintain and develop organisational culture, values and reputation with all staff, volunteers supporters and other external stakeholders
* Help to bridge operations across departments and cultivate open and proactive communication and relationships
* Build the institutional knowledge of WorldShare by recording and developing an operational and financial procedures and controls manual for WorldShare
* Other duties as required

## Key attributes required

The Chief Finance & Operations Officer should have following skills, qualities and experience:

* Bachelor’s degree in business, accounting or related field
* Minimum 5 years’ experience in a senior management role, ideally with financial management experience gained in a NFP organisation
* A collaborative and proactive team leader who can positively and productively impact both strategic and tactical finance and operational initiatives
* Proven track record of success facilitating progressive organisational change and development
* Ability to think strategically, anticipate future consequences and trends, and incorporate them into the organisational plan
* Ability to effectively build organisational and staff capacity, developing an effective workforce and the processes that ensure the organisation runs smoothly
* Excellent judgment and creative problem-solving skills including negotiation and conflict-resolution skills
* Strong analytical, interpersonal and organisational skills
* Ability to manage and motivate staff members and volunteers; ability to influence and engage direct and indirect reports and peers and develop an effective team
* Able to take ownership and initiative in a situation, identify change and improvements and drive activities to completion
* Thorough understanding of finance, systems, and HR; broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, human resources, and marketing
* Experience using Xero and excellent IT and Excel skills
* Alignment with WorldShare's Christian mission and strategy, ability to participate in and lead Christian activities at WorldShare including times of prayer, and a commitment to international aid and development in a Christian environment