

JOB DESCRIPTION

| | |
|------------------|------------------------------------|
| Job Title | Director of Strategic Operations |
| Job Type | Full-time |
| Location | 150 Caxton Street, Milton QLD 4064 |
| Manager | Chief Executive Officer |

About the role

Reporting directly to the Chief Executive Officer, this is a hands-on role responsible for the delivery of BQ's strategic outcomes, as well as managing the day-to-day business of Bicycle Queensland, including key areas of Membership, Marketing, Events, Projects and Business.

Key Duties

- Work closely with CEO and senior management on the development, implementation and maintenance of the strategic framework, including the BQ strategy, action plans, business plans and tactics to promote the attainment of goals
- Provide support to the CEO including the administration of the organisation, office and as otherwise reasonably directed
- Manage outcomes for key business areas of membership, marketing, projects and business
- Develop a policy framework and critical policies for BQ activities
- Develop monitoring KPIs and reporting tools (such as a dashboard) for strategic and operational outcomes, linked to Action Plans
- Collaborate with the CEO on the ongoing assessment of the organisation's performance
- Month end reporting, budgeting and forecasting
- Develop and manage a successful volunteer program to complement BQ staff at events and functions
- Manage event planning and execution, including developing and maintaining a successful program of events, including outreach opportunities, displays, Bike Week, Ride2Work Day, rides, workshops and conferences
- Provide advice to the CEO and Board on strategy and planning issues as required,
- Maintain an effective reporting system for BQ activities
- Work and negotiate with internal and external stakeholders, including being the key interface with the Department of Transport and Main Roads for the program and projects funded by grants and sponsorship
- Develop key policies and campaigns to support BQ's strategy and action plans
- Deputise for the CEO at key events and meetings as required
- Manage staff and oversee contractor support

SKILLS & EXPERIENCE

Qualifications & Experience

- Relevant degree and at least 5 years' management experience
- Project management and leadership experience
- Staff management experience
- Event management

Skills & Abilities

- Proven ability to manage a small, highly effective team to deliver great outcomes
- Proven ability to deliver outcomes through good governance, policies and procedures
- Demonstrated ability in managing organisational performance including development and maintenance of reporting systems
- Demonstrated ability to apply initiative and innovation to creatively solve complex problems, high level of numeracy and literacy
- Effective time management, organisational skills and ability to work efficiently and effectively to tight deadlines
- A strategic thinker with ability to implement strategy through operational delivery
- Financially literate and adept in managing and optimising resources
- An advocate for technology, using it to drive efficiency and scalability
- Excellent interpersonal skills, including the ability to communicate effectively by telephone, email and in person with people at all levels, and be a team player
- Well-developed computer skills including advance skills in MS Office suite, specifically Excel
- Ability to promote the professional image of Bicycle Queensland
- Good contextual understanding of the bike riding environment and community and the role of government and not-for-profit organisations
- Political astuteness