



Position Description

We deliver emotionally engaging programs and provide evidence-based, practical strategies to build resilience.

Position Title	Head of Program Operations
Position Reports to:	CEO
Direct reports	Up to five team members
Status:	Full Time
Location:	Collingwood, Victoria

A bit about us....

The Resilience Project (TRP) delivers emotionally engaging programs to schools, sports clubs and businesses, providing practical, evidence-based, positive mental health strategies to build resilience and happiness.

We have worked with over 1000 schools around the country as well as elite sporting teams including the Australian cricket, netball and soccer teams, and NRL and AFL clubs.

Through presentations, wellbeing journals, school curriculum, teacher diaries and our app, we seek to help all Australians become mentally healthy.

What does the role look like?

The Head of Programs Operations is a leadership role that will drive the organisations strategy, growth and operations. You will be responsible for the development, implementation, and ongoing evaluation of the operational business and strategic plans.

The role will provide opportunity to drive the organisation as a thought leader in mental health. You will mentor and lead a passionate team committed to reaching and supporting schools, workplaces and individuals with engaging, practical resources to support their mental health.

You will be provided an exciting opportunity to influence and impact a variety of business initiatives and activities including; manage and oversee sales process for all program's organisation wide, manage projects with key partners, new program development, the management of all new business along with the retention of key customer groups across the organisation and management of partnerships and relationships with key stakeholders.

What type of person are we looking for?

- Someone who lives the values of TRP, being Humble, Inclusive, Passionate and Professional;
- A strong interest in mental health and a passion for helping people;
- A collaborative can do attitude with a commitment to quality and excellence

What will you be doing?

Strategy	<ul style="list-style-type: none"> • Working in partnership with Founders, Partners and CEO to create and implement the organisations strategic plan • Shared responsibility for the successful implementation of the business and strategic plans and contribution to the long-term capacity building and sustainability of TRP
People	<ul style="list-style-type: none"> • Provide effective leadership to drive the performance and outputs of the team including day to day management of the Programs Manager, Programs Coordinator and Senior Marketing and Communications Coordinator • Mentor and develop staff using a supportive and collaborative approach: assign accountabilities; set objectives; establish priorities; and monitor and evaluate results. • Lead the performance management process that measures and evaluates progress against goals for the organization • Identify opportunities to enhance team collaboration with a focus on continuous improvement and outstanding customer outcomes • Ensure 'best practice' procedures into all aspects of operations and demonstrate a commitment to high levels of quality at all times
Programs/Operations	<ul style="list-style-type: none"> • Manage, develop and oversee the operations for all corporate tenders and programs • Manage development and implementation of the organisations corporate programs • Manage the sales and onboarding process for all new education programs (school & early years programs) • Support the operations of all school programs • Lead continual improvement in business processes and functions • Support international program development and implementation

Partnerships/ Stakeholder Management	<ul style="list-style-type: none"> • Manage relationships with the organisations key partners including program implementation where required • Manage relationships with the organisations key stakeholders and consultants • Manage the partnership with an external events company which coordinate all TRP public events • Strategic and operational support for relationships/partnerships with key stakeholders
Marketing/ Communications	<ul style="list-style-type: none"> • Manage and oversee all aspects of marketing including CRM, eCommerce and content strategy • Oversee & support key marketing campaigns for the organisation • Oversee the production and distribution of marketing and communications collateral for the organisation • Support program/product development, go-to-market strategy and implementation

What skills/experience are we looking for?

- Leadership, You are able to move and influence a team into moving towards a shared vision and objective. You will also possess a strong ability to form meaningful relationships with people, being very approachable, thoughtful, patient, supportive and relatable.
- Enthusiastic – You are consumer-oriented, have a passion for delivering meaningful social impact and simultaneously generating the business income, have excellent problem solving skills, possess an ability to handle multiple projects, prioritize and meet deadlines.
- Self-motivated and proactive – You will have an insatiable thirst for knowledge always keeping up with market trends, comfortable working in group settings, and will have an ability to remain calm under stress or uncertainty.
- Attention to detail – You will be very thorough and be over every detail striking a balance between seeing the big picture while ensuring all the smaller details are always covered.
- Analytical skills- You have outstanding strategic thinking skills, with a focus on results and impact. You are comfortable utilising data and insights inform decision making and ultimately, increase sales volume, enhanced consumer acquisition and retention
- Communication – You will have amazing communication skills, both oral and written; strong sense of emotional intelligence with the ability to work effectively with people at all levels of the organization to create buy-in and a sense of team work.
- Passion – You will have a positive attitude, good sense of humour and interest in joining a small, but high-impact and committed team