

POSITION DESCRIPTION

Position Title:	Head of Strategy and Operational Sustainability
Location:	Parramatta; flexible working arrangements apply
Reports to:	Country Director
Award:	SCHADS Level 7
Conditions:	Part time position 0.8 FTE; 2-year contract with possibility of renewal (subject to funding)

POSITION OVERVIEW

The Head of Strategy and Operational Sustainability is a member of the Jesuit Refugee Service (JRS) Australia senior management team, reporting to the Country Director.

The Head of Strategy and Operational Sustainability plays a pivotal role in ensuring the long-term viability and impact of JRS Australia. This role is responsible for developing and implementing strategies that optimise both financial sustainability and operational efficiency. In an environment of significant financial constraints, this role will work collaboratively to drive innovation, secure funding opportunities, streamline operations, and foster partnerships to enhance JRS Australia's resilience and capacity to deliver on its mission.

The role is responsible for leading the execution of JRS Australia's Strategic Plan 2025–2029, by:

- Developing **actionable plans** and ensuring alignment with financial and operational goals.
- Ensuring **operational efficiency** through effective management of internal processes, reduction of costs, and finding ways to improve operational effectiveness without compromising service quality.
- Developing and implementing **financial sustainability** strategies to stabilise, diversify and with time scale revenue streams, and working closely with the senior leadership team and finance team on key financial decisions and sustainability planning.
- Working collaboratively with the Country Director and Assistant Country Director to identify risks (including financial, operational, work health safety and well-being, and cyber-security) and embed an effective **risk management** strategy to mitigate them.
- Supporting the Country Director and other members of the senior management team to identify and maintain values-driven **partnerships** and cultivate long-term collaborations that build on our existing, loyal support base and deliver operational or financial benefits.

The Head of Strategy and Operational Sustainability leads a small, dynamic team which presently comprises an Accountant, Finance Assistant, Office Manager, and Philanthropy Manager, as well as IT and Salesforce Consultants.

ORGANISATIONAL BACKGROUND

Jesuit Refugee Service (JRS) is an international Catholic organisation with a mission to accompany, serve and advocate for the rights of refugees and forcibly displaced people. JRS works in situations of greatest need, where people are most vulnerable, where there are gaps in services and where partnerships can be formed to better serve people seeking safety.

In Australia, JRS works to uphold the rights of people who are in the process of seeking asylum and aims to support people to empower themselves, exercise leadership, and live meaningful and dignified lives while feeling welcomed and connected to a more fair, inclusive and just community.

In Australia, JRS's work involves:

- **Supporting people in need through accompaniment and a suite of services** designed to promote dignity, hope and self-reliance, including: emergency food and financial relief, employment assistance, hosting of legal clinics, complex casework, specialist sexual and gender-based violence prevention and response programming, and leadership and community mobiliser initiatives for people with lived experience of displacement.
- **Ensuring a voice for the rights of displaced people** by supporting the leadership of people with lived experience of displacement, conducting research, contributing to policy development, engaging decision-makers, and campaigning to uphold rights, in collaboration with a range of partners including diaspora networks.
- **Building and maintaining strong and collaborative alliances** with parishes, schools, communities, religious orders, faith-based and non-government organisations, and coalitions, and other diverse partners across Australia. This includes participating in a range of campaigns and coalitions at local and national levels.
- **Maintaining a global presence** through our longstanding participation in networks and forums across the Asia-Pacific region and in global policy dialogues and coalitions contributing to relevant UN forums and processes.

Our current [Strategic Plan](#) and latest [Annual Reports](#) contain further details. JRS Australia's new Strategic Plan (2025–2029) is currently under development and will be adopted in December 2024.

KEY RESPONSIBILITIES

Strategic Planning & Implementation

- Lead the operationalisation of JRS Australia's long-term strategic plan, focusing on financial stability and sustainability.
- Collaborate with senior management and the Philanthropy Manager to identify and pursue opportunities to diversify revenue streams, including grants, donations, philanthropy, partnerships, and social enterprise opportunities.
- In consultation with the Country Director and senior management team, identify and analyse internal and external policy, sectoral and financial trends and opportunities to enable the adaptation of strategies that align with changing policy, donor, and funding landscapes.

- As part of the senior management team, ensure that JRS Australia's activities are aligned with its mission, values, and long-term goals.
- Report regularly to the Country Director and Board on progress against approved targets.

Operational Sustainability

- Develop and implement innovative cost-saving measures to reduce operational expenses while maintaining service quality.
- Monitor and assess financial risks, proposing mitigation strategies to safeguard JRS Australia's long-term capacity to deliver on its mission.
- Work closely with the finance team, senior management team and Board to create and manage budgets that reflect strategic priorities and financial constraints.
- Contribute to fundraising and financial planning by ensuring internal financial stability and supporting the development of diverse revenue streams.
- Establish performance metrics and track organisational outcomes to ensure operational success and adaptability.
- Oversee technology and infrastructure upgrades to support the organisation's strategic objectives and reduce operational costs.
- Incorporate Environmental, Social and Governance (ESG) considerations and measures into operations and planning.

Leadership & Stakeholder Engagement

- Demonstrate an open style of team and organisational leadership that fosters a culture of collaboration and accountability.
- Act as a key spokesperson for JRS Australia in cultivating relationships with donors, partners, and government agencies.
- Regularly communicate progress to the Board, staff, and external stakeholders, ensuring transparency and alignment.
- Undertake additional ad hoc duties as may be requested from time to time by the Country Director.

Innovation and Change

- Enable innovation in programs, services, and operational approaches to navigate financial challenges and optimise impact.
- Lead change initiatives to ensure JRS Australia can adapt swiftly to financial pressures and policy shifts.
- Foster an organisational culture that encourages creative problem-solving, resilience, and strategic thinking at all levels.

GENERAL RESPONSIBILITIES

Philosophy, Mission and Values

- Understands and demonstrates the Mission and Values of JRS on a day-to-day basis, respect, hope, dignity, solidarity, hospitality, justice and participation.
- Adheres to the policies and procedures of JRS.
- Adheres to the JRS and the Australian Jesuit Province Code of Conduct.
- Works closely with the relevant people in all of the Jesuit ministries to ensure that Ignatian spirituality is fostered.

- Behaves in a culturally and linguistically sensitive manner that respects everyone regardless of their racial or religious background, gender, sexuality, ethnicity, migration status, ability or any other ground.
- Provides and promotes an environment of mutual respect, dignity and fairness – free from discrimination, harassment, victimisation, bullying and violence – to ensure that acceptable standards of conduct are always maintained and take appropriate action if unacceptable conduct is observed.

Occupational Health and Safety

- Complies with the requirements of relevant Work, Health and Safety (or Occupational, Health and Safety) Acts and related procedures developed by JRS.
- Works in a manner that considers duty of care for self and others and is safety conscious at all times.
- Reports inappropriate behaviours which endanger self or others including bullying and other harassing behaviours / incidents.

Quality Assurance and Continuous Improvement

- Attends relevant meetings, workshops, conferences and training, as required.
- Becomes familiar with and follows JRS and the Jesuit Province's quality and standards policies, procedures and management instructions.
- Is open to new ways of doing things that enhance working in an environment that is inclusive and that subscribes to the Ignatian way.
- Strives for continuous improvement.
- Maintains confidentiality in relation to all JRS matters and programs.

SELECTION CRITERIA

Essential:

- Relevant tertiary qualification, industry accreditation and/or equivalent professional experience.
- Proven experience in leading or substantially contributing to strategic planning, sustainability, or operational management, preferably within a not-for-profit context.
- Proven success in or demonstrated aptitude for effective financial management, fundraising, and partnership development under financial constraints.
- Strong understanding of non-profit governance, grant management, and regulatory compliance.
- Excellent leadership, communication, and interpersonal skills with a track record of leading diverse teams.
- Experience in successfully leading a diverse, high-performance team or demonstrated capacity to do so.
- Demonstrated capacity to research, analyse, report on and adapt to trends and opportunities impacting the fundraising landscape for JRS Australia and in the sector and Australia more broadly.
- Excellent oral, written and cross-cultural communication skills, including the capacity to address and influence diverse audiences.
- Proven experience in project management and report writing.
- Proven ability to meet deadlines, manage competing demands, and maintain momentum and collegiality within a pressured work environment.

- Capacity to work collaboratively, creatively and effectively as part of a multi-disciplinary team comprising staff and volunteers, and to work closely with senior management.
- Proficiency in MS Office, CRMs (preferably Salesforce), online database/reporting systems, and social media.
- Understanding of and sympathy with the mission and values of JRS.

Desirable:

- Understanding of policies and practices relating to refugees, people seeking asylum, and other displaced people in the Australian and broader global contexts.
- Experience in developing or contributing to the design, implementation and monitoring of ESG strategies.
- Experience in managing volunteers.

Additional Information:

- The successful candidate must have and maintain the right to work in Australia.
- Appointment to this position is dependent upon successful completion of a relevant criminal history record check and Working with Children Check.
- The position holder may be required to undertake occasional work-related travel within Australia.
- JRS is committed to the health and safety of its staff, volunteers and the people whom we serve, and it is expected that staff are fully and verifiably vaccinated against COVID-19.

Application Process:

Applications must address all the selection criteria and include a current CV and contact details for three professional referees. Applications will only be considered if they address the selection criteria.

To apply for this position please submit a complete application to jobs@jrs.org.au by **COB 18 October 2024**. To enquire about the position prior to the deadline please email info@jrs.org.au with your contact details to receive a call back.

People with lived experience of displacement who meet the essential criteria are strongly encouraged to apply.

Thank you for your interest in working with Jesuit Refugee Service Australia.