



WRITERS SA

Operations Manager WRITERS SA

Location	Institute Building, North Terrace & Kintore Ave, Adelaide SA 5000
Reporting to	Director
Working with	Director, Statewide Regional Manager, Regional Coordinators, Program Coordinator, Marketing Coordinator, Finance Officer
Position type	Full time, or 0.8 FTE on negotiation. Probationary period of three months, with an initial one-year contract term
Salary details	\$65,000 per annum pro rata + 10% superannuation
Employment period	One year from commencement in February 2022
How to apply	Email CV, brief cover letter, and a maximum two-page statement addressing the selection criteria to Jessica Alice, Director, at jessica@writerssa.org.au . Applications close Sunday 23 January. Shortlisting will quickly take place, with interviews held promptly between Monday 24 and Friday 28 January at the Writers SA offices, or on Zoom if necessary. If you are unavailable on these dates please note your alternate availability in your cover letter.

ABOUT THE ROLE

The Operations Manager is a newly created role overseeing Writers SA's membership program, general administration and project management. It is a customer-facing role as the first point of contact between our members, the public and the Writers SA team. The Operations Manager ensures the smooth running of our membership program, organisation systems and processes, and our many dynamic literary projects. It will suit a highly organised individual with a background in administration, production or project management.

SELECTION CRITERIA

1. Demonstrated experience in arts or business administration, or a related field
2. Effective project management experience, adept at managing multiple timelines, budgets, staff and stakeholders
3. Sound knowledge of financial reporting and acquittals, evaluation and compliance
4. Strong skills in computer literacy and database management, particularly with Excel, website CMS (Wordpress), and CRM systems, and experience in implementing systems and processes for business development
5. Excellent verbal and written communication skills and a demonstrated ability to communicate effectively with broad stakeholders
6. A sound knowledge of contemporary Australian literature and the publishing industry

ABN 40 783 458 265

www.writerssa.org.au - info@writerssa.org.au

(08) 8223 7662 - PO Box 43, Rundle Mall, Adelaide SA 5000



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OPERATIONS MANAGER POSITION DESCRIPTION

Key Responsibilities and Duties

A dynamic role supporting Writers SA's members, day-to-day administration and project duties. Encompassing customer service, project management and office management, the Operations Manager supports the smooth running of the Writers SA head office, ensures efficient delivery of special projects, and services and grows the membership program at the core of the organisation.

Writer Resources:

- Coordinate member services and resources, including manuscript assessment, consultations and mentorships, maintaining appropriate records

Membership Program:

- Manage the membership database (CiviCRM), lead member communications, and develop the membership program ensuring retention and growth

Administration:

- Answer phones in the office and manage the general queries inbox, responding to calls and emails in a timely manner with excellent customer service
- Oversee the smooth running of the office systems, supplies and building services
- Support a strong team culture through effective management of policies and procedures, contracts and processes
- Manage sponsorship administration and contribute to identifying new opportunities

Project Management:

- Oversee the delivery of multiple projects, managing timelines, budgets, evaluation and reporting, and staff and contractors
- Maintain and develop excellent relationships with stakeholders and suppliers

General:

- Liaise with all internal and external stakeholders in a professional and courteous manner
- Maintain a broad and current knowledge of our programs and services
- Work in accordance with Writers SA values, policies and procedures to contribute to a safe, healthy and ethical workplace
- Be available for occasional weekend/after-hours events
- Any other duties as reasonably required

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APPLICATION PROCESS

1. When after reading through this document and visiting our website, if you have further questions about the role, contact Jessica Alice, Director, at jessica@writerssa.org.au
2. Applications must consist of a one-page cover letter, two-page (max.) response to the KSC, a brief CV, and the names and contact details of three professional referees emailed as a single Word document or PDF with your name and the position title as the document name
3. Applications should be sent to Jessica Alice, Director, at jessica@writerssa.org.au by 11:59pm **Sunday 23 January**. Shortlisting will quickly take place, with interviews held promptly between Monday 24 and Friday 28 January at the Writers SA offices, or on Zoom if necessary. If you are unavailable on these dates please note your alternate availability in your cover letter. The start date of this role is early February 2022 or as early as is practicable.
4. All Writers SA staff are required to be fully vaccinated against Covid-19, unless medically exempt, as per our Covid-19 Vaccinations Policy.

ABOUT WRITERS SA

Writers SA is a not for profit organisation that aims to foster, develop and promote writers and writing. Established in 1985, Writers SA was the first writers' centre in Australia, and continues to act as a resource for writers of all ages and experiences, assisting both new and established writers on every aspect of writing craft and publishing.

Writers SA is located on Kurna Country, and we acknowledge Kurna people as the original storytellers of this place. We pay our respects and give thanks to Kurna elders past and present, and to all First Nations people on whose lands we live, work and create.

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