

## Job Description

# Business & Operations Manager, YLab

December 2021

## Key information

<b>Position</b>	Business and Operations Manager, YLab
<b>Direct reports</b>	None
<b>Reports to</b>	Executive Director or Deputy Executive Director, YLab
<b>Status</b>	Permanent Part Time (0.6 week)
<b>Location</b>	Melbourne/Sydney - virtual/hybrid work arrangements will be considered
<b>Award Classification</b>	Grade 1-4 (Manager), FYA Salary Framework. Level 5, Paypoint 1 Award Equivalent
<b>Salary range</b>	\$85,000 pro-rata + Superannuation

## Role summary

YLab is a social enterprise that was founded by FYA in 2016, and remains core to FYA's vision and strategy. YLab offers consulting and co-design services to organisations who are looking for better ways to design systems for young people. To do this YLab employs over 80 young people across Australia with diverse lived and technical experience to work on projects. YLab solves problems in employment, policy and decision making, health and wellbeing and First Nations issues, all by putting young people at the centre.

YLab is looking for a highly motivated, organised, and detail oriented individual to join our team as Business and Operations Manager. The YLab Business and Operations role is an integral part of the YLab team, ensuring our systems and operations support our day-to-day business and impact.

You'll thrive in the administrative and day-to-day business operations, have a depth of experience in financial management, and enjoy

translating systems and processes into the everyday. You'll have an understanding of the nature of a consulting business or project delivery, and have a passion for supporting individuals and teams to deliver impactful projects. You'll seek ways to improve business operations and systems to support greater diversity and inclusion.

You will work closely with the FYA Business Services team to ensure services are coordinated, aligned and support the YLab team to create impact.

Key to success will be your highly collaborative nature; ability to see the big picture of how people and operations underpins our overall vision and business goals; ability to quickly translate vision into manageable strategy, practical steps; and your hands-on approach to get the job done.

Working between home and the office, you will enjoy a flexible work environment while supporting our team across Australia.

## About us

Young people are facing a series of overwhelming, complex crises. They have the vision and energy to drive historic social change but are excluded from decision-making. We back them with the training, resources, and connections they need, so they have the power to create lasting change in the face of injustice. And we back them all to do it *their way*.

Our people are experienced campaigners, researchers, strategists and designers (to name a few) from 20 to 55, who strive to make real change in partnership with young people across Australia.

For more than two decades, we've recognised the inherent power of young people, and the impact they can make on the world. Now, we're excited to see them become stronger and more impactful than ever before.

## Our values

- We respect and back First Nations young people and their communities
- We back and serve young people
- We shift power to young people with lived experience
- We dream big
- We care about each other
- We are always learning
- We have fun

Our work is guided by a commitment to beating injustice. We strongly encourage applications from First Nations people, young people, people of colour, women, people with disability, people from LGBTIQ+ communities, and people with lived experience of economic injustice and housing insecurity. We recognise that our sector (philanthropy and nonprofits) has systematically excluded these communities. The problems we face are complex and the more diversity of experiences we can bring to the table, the better our solutions are. Even if you only meet only some of what we're looking for, we'd love to hear from you.

## What we offer

- A dynamic workplace. We are a flexible, values-led and impact-driven workplace that combines the best of in-person connection and virtual efficiency.
- Generous leave conditions and flexible work. FYA is committed to a flexible workplace, and offers opportunities for part-time work, 18 weeks paid (primary carer) parental leave, paid cultural and ceremonial leave, and paid leave for your birthday.
- Attractive remuneration. Our key asset is our team, and we are committed to recruiting and retaining experts in youth engagement and social change. We pay competitively, and offer salary packaging.
- Extensive commitment to professional development.

## What you'll do

### General Administration

- Create and implement fit-for-purpose systems and processes for the YLab team, balancing common sense and practicality with existing frameworks.
- Point of contact for general business enquiries
- Undertake administrative tasks for the YLab team, which could include managing data, documentation, scheduling (team meetings and offsites) and travel bookings.
- Coordinate contract management for YLab team.
- Diary scheduling and assistance for the Executive Director as required.
- Coordinate and/or run reports and collate data for YLab impact measurement activities, decision making or analysis.
- Coordinating and supporting core team operational meetings.

### Finance, Analytics and Reporting

- Monthly financial management - including reviewing transaction reports, ensuring correct project allocation
- Coordinate project invoicing and expense management to meet contract obligations - include following up aging debtors

- Monthly expense report acquittal for ED/DED (including surfacing receipts that haven't been shared)
- Input to monthly, quarterly, annual finance reviews and rhythms as requested by ED/DED to support informed decision making
- Coordinate, collate, analyse and report on operational data to ensure effective, streamlined operational delivery of YLab whilst meeting project and contract requirements and timelines - including utilisation, invoicing, expenses in line with team meetings
- Support team members to maintain great project financial hygiene including ensuring access to data, checking accuracy of data, troubleshooting discrepancies and supporting updating data when incorrect

### **Human Resources**

- Collaborating with FYA People and Ops to ensure aligned processes and communications across wider FYA and YLab including informing planned communications and cascading communications to the YLab team and casual associate community through appropriate channels
- Ensuring YLab business operations information and requirements are communicated clearly, regularly and effectively to foster team accountability and data accuracy

### **Systems operations**

- Coordinating YLab pay, expense and project management systems (currently MyPay, Netsuite, Slack) and being a point of contact with system providers to ensure these serve YLab needs.
- Coordinating or delivering training and ongoing support for the team to use business systems - inc appropriate reminders, creating documenting new processes and training material
- Validating project, contract and resources set ups in Netsuite to support project managers
- Diagnosing/troubleshooting errors (and liaising with system providers)
- Identifying and inputting into system improvements
- Testing functionality and impacts of systems updates and improvement exercises and providing feedback to system providers
- Setting up and maintaining internal project codes, and maintaining accurate reporting line and work pattern information in systems

## **Who we're looking for**

It is expected that candidates for this role will have many, if not all of these experiences and skills:

- At least 5 years experience in a business services or operations role including extensive experience in financial processes.

- Experience in building relationships and servicing a dynamic workforce of part-time and casual employees, (including across different geographies/states)
- Experience working with and analysing business related data to produce insights and recommendations to improve business systems and processes.
- Experience managing multiple internal and external stakeholders concurrently including staff, suppliers and clients.
- Strong experience in project management
- Experience in fast paced consulting environments or project delivery preferable.
- Experience working with young people with diverse lived experiences and cultural backgrounds.
- Strong proficiency with key workplace tools such as Google apps, Slack etc.

**You'll also have:**

- Strong oral and written communication skills with the ability to get things done by influencing others and building trusting relationships.
- Ability to problem solve and take initiative.
- A professional, collaborative and team based approach with the ability to work independently .

## Other important things

- Working with Children Check is a mandatory requirement of this position, we'll help you with this if you are successful.
- Applicants for this role must have a valid, legal right to work in Australia.

**Click apply now or head to the 'work with us' section of our website and follow the application process.**

- Please include a detailed resume (no more than 3 pages)
- You will be asked two questions in your application in which you're required to provide brief answers (no more than 500 words each).
  1. Please give a description of yourself and what excites you about this role and working for FYA
  2. How does your experience fit with who we're looking for?
- We are open to receiving this in the format that works best for you eg. as a written piece (no more than 500 words each), a video or audio (no more than five mins). For video or audio applications please note this on your applications and send your responses to [people@fya.org.au](mailto:people@fya.org.au)

**Applications close 6pm AEST Sunday 23rd January 2022**

**For more information or a confidential discussion about the role contact:**

Kim Ross  
She/Her  
Acting Executive Director  
[kim.ross@ylab.global](mailto:kim.ross@ylab.global)

If you want to have a confidential chat, please reach out over email to set up a time.

**For more information about the recruitment process:**

Alex McLean  
She/They  
Director, People & Operations  
[people@fya.org.au](mailto:people@fya.org.au)