

Manager – Operations and Member Services - Position Description

Job/Role Title	Manager - Operations and Member Services
Location	The role will be primarily based at TZANZ Offices, located at 405/5 Hunter St, Sydney, NSW 2000 with flexible 'work from home' options available.
Reports to	Graham Hall, CEO
Reports	2 to 4 staff
Classification and FTE	Full-time (1FTE)

About Us

The Thoracic Society of Australia and New Zealand Ltd (TSANZ) is a health promotion charity whose mission is to lead, support and enable all health workers and researchers who aim to prevent, cure, and relieve the burden, disability and mortality caused by respiratory conditions.

The TSANZ is the only Peak Body in Australia and New Zealand that represents all health and research professionals working in all fields of respiratory health and has a membership base of over 1800 individuals.

The TSANZ is a leading provider of evidence-based guidelines for the treatment of respiratory conditions in Australia and New Zealand, undertakes professional education and training, is responsible for significant research administration, and coordinates an accredited respiratory laboratory program.

Our Purpose

As the leaders in lung health, we promote the:

- Highest quality and standards of patient care
- Development and application of knowledge about respiratory health and disease
- Highest quality air standards including a tobacco smoke free society, effective regulation of novel nicotine delivery systems and reductions in air pollution exposure
- Collaboration between all national organisations whose objects are to improve the wellbeing of individuals affected by respiratory conditions and to promote better lung health for the community
- Professional and collegiate needs of the Membership.

Our Mission

We lead, support and enable all health workers and researchers to prevent, cure and relieve the burden, disability and mortality caused by respiratory conditions.

Primary Purpose of the Position

This position is primarily responsible for managing TSANZ's Operations and Member Services. Ensuring the effective financial management of all TSANZ entities within a progressive not-for-profit (NFP)/Charity sector. The role will help [TSANZ achieve its Strategic objectives](#) by focusing on TSANZ's Strategic goals as they relate to:

1. **Strategic Program 1 - Meeting our Member's Needs**, including:
 - Goal 1) Members feel welcomed, valued and actively contribute to a vibrant community of respiratory health and research professionals.
2. **Strategic Program 6 - Sound Governance and Financial Sustainability**, including:
 - Goal 1) The TSANZ operates with good governance and a focus on financial and environmental sustainability, risk management and legislative compliance.

Key Accountabilities

Meet corporate and operational responsibilities including:

- Act as Company Secretary to the TSANZ Board.
- Ensuring compliance with the Corporations Act 2001 and other relevant legislation. Implement required systems and processes to maximise compliance, ensuring all Society activities are governed by appropriate financial models that meet and exceed relevant regulatory requirements and member expectations.
- Lead the development of strategies which maximise financial benefits to the TSANZ including budget preparation and reporting, financial planning, debt management, investment performance.
- Oversee and lead systems and infrastructure related to the operations of the TSANZ business and activities.

Conduct and oversee the daily finance functions including:

- Providing advice and/or analysis regarding financial consequences of proposed strategic and/or organisational directions.
- Provide CEO with accurate and reliable information necessary to control and manage operations.
- Statutory functions i.e., Annual Return to ACNC, ASIC and ATO lodgements
- Prepare monthly financial and management reports for Finance, Risk and Governance Sub-Committee and the TSANZ Board
- Oversee accounts payable, accounts receivable and payroll functions (including cost centre allocation)
- Month end account and balance sheet reconciliations
- Maintain fixed asset register
- Monitor the financial and operational management of the TSANZ Annual Scientific Meeting.
- Donations and Bequests
 - Liaise with CEO to ensure all donation and bequest activities are in accordance with relevant legislation and TSANZ's Deductible Gift Recipient (DGR) status.
 - Ensure TSANZ is compliant with all State and Territory laws pertaining to fundraising both in Australia and New Zealand
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- Management of services with external auditors and accountants, where appropriate. Inclusive of annual audit and financial statements and review and implementation of audit recommendations as needed.
- Provide support and training as needed or requested to the TSANZ Board and/or Branch executive committees.

Work collaboratively with the CEO and TSANZ staff to:

- Provide a one stop shop for member servicing and robust member management data.
- Oversee all membership processes ensuring they achieve governance requirements whilst being user friendly.
- Ensure all TSANZ Branch Committees adhere to the TSANZ policies and procedures and receive a high level of operational and financial support from the TSANZ.
- Innovate and grow member services and engagement options.

Selection Criteria

Education/Qualifications	<ul style="list-style-type: none"> ○ Tertiary qualifications in Commerce or Business majoring in finance and/or accounting or similar. ○ Completion of, or currently completing CPA or CA qualifications.
Skills, Knowledge and Experience	<ul style="list-style-type: none"> ○ Experience working with a NFP Board, preferably in the health sector and actively maintaining corporate governance and compliance. ○ Demonstrated ability to successfully manage projects and deliver successful and timely outcomes within budget. Along with the ability to monitor for continuous improvement and reporting. ○ Demonstrated ability to manage stakeholder relationships and work collaboratively to achieve joint objectives. ○ An understanding of the legal and regulatory environment for not-for-profit organisations. ○ Exceptional financial literacy and skills in budget management ○ Financial modelling skills, including the ability to gather, analyse and report data ○ High-level written and verbal communication skills. ○ Exceptional organisational, planning and multi-tasking skills along with the ability to coordinate competing priorities. ○ Proficient in the use of MS Office Suite, with advanced level proficiency in Excel and a working knowledge of MYOB.

<p>Attributes</p>	<ul style="list-style-type: none"> ○ Ability to handle sensitive and confidential information. ○ High level of attention to detail and accuracy with a proactive approach to minimise errors. ○ Creative and innovative. ○ Demonstrates enthusiasm and a “can-do” approach ○ Modelling a strong work ethic by taking an inclusive, flexible and solutions focused approach, inviting collaboration and fostering internal and external relationships. ○ Ability to foster a culture of teamwork, co-operation and assistance. ○ A demonstrable commitment to contributing to the achievement of TSANZ’s strategic objectives and mission.
<p>Other</p>	<ul style="list-style-type: none"> ○ A national police check will be required. ○ All employees of TSANZ must be permanent residents of Australia or hold a valid employment visa. ○ Capacity to work out of usual office hours and travel as required. ○ Attend meetings, professional development, conferences and seminars as required. ○ Represent TSANZ at external meetings as required, including TSANZ ASM. ○ Keep abreast of development which may impact TSANZ and advise the CEO (and where necessary the Board of Directors) of the potential impact.
<p>Certification</p>	
<p>I am satisfied that this position description accurately describes the requirements of the position.</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Graham Hall, TSANZ CEO Signature and Date</p>	
<p>I have read this document and agree to undertake the duties and responsibilities listed herein.</p> <p>I understand that I may be required to undertake additional duties and responsibilities and/or that my duties and responsibilities, reporting line or job title may reasonably change from time to time in accordance with organisational requirements.</p> <p style="text-align: center;">.....</p> <p style="text-align: center;">Employee Name Signature and Date</p>	