

Operations Manager

Position Description

Date reviewed: August 2026
Reports to: Director, RAP
Status: Full Time
Term: Ongoing
Direct reports: Fulltime FSO Team, Casual FSO Team, Training & Field Operations Officer
Location: Alexandra

Taungurung Land and Waters Council (TLaWC) is the appointed representative entity of the Taungurung nation, and acts as the voice of the Taungurung people – a people with a strong sense of shared identity, self-determining in the management of Country and culture.

TLaWC upholds the interests of the Taungurung people with an emphasis on economic, social, cultural and cultural heritage well-being. TLaWC is a Registered Aboriginal Party as well as the representative entity for the Taungurung Recognition and Settlement Agreement.

TLaWC's focus is to honour the past, protect the present and strengthen the future of the Taungurung Nation, which occupies a large part of Central Victoria.

The RAP (Registered Aboriginal Party) Team is responsible for performing the Taungurung RAP Statutory function and developing and leading Strategy for a Taungurung Community Archaeology Program. The RAP team undertakes field based archaeological assessments for a variety of purposes.

Primary Function

The RAP Operations Manager is responsible for overseeing the day-to-day function of field operations, ensuring the effective delivery of cultural heritage field assessments, compliance with legislation, and strong engagement with the team and external stakeholders. This role provides leadership, operational oversight, and continuous improvement to support the protection, management, and promotion of Aboriginal cultural heritage within the Taungurung RAP appointed area.

The Operations Manager takes a leading role in coaching, mentoring, performance oversight, compliance with TLaWC policy and process, performance management and OH&S.

Key Duties and Accountabilities

1. Uphold Taungurung Values

- Uphold the values and key pillars that underpin the TLaWC Strategic Plan 2021-2025 to support the vision and ambitions of the Taungurung community.

2. Leadership and Management

- Manage, mentor and assist all field staff performance and overall service delivery.
- Support direct reports to perform effectively in their roles and progress their career aspirations.
- Support and empower TLaWC staff to undertake their work to a high standard.
- Foster a positive and inclusive workplace environment, promoting trust, respect and accountability.

3. Central Coordination and Planning

- Lead, manage and deliver all field operations including all process, procedures and projects.
- Work collaboratively with the RAP Director to assist in the delivery of TLaWC RAP Strategy.
- Central coordination of Field Service Officer staffing, communication and point of escalation.
- Regular liaison with the PMO and Training & Field Operations Officer on all operational aspects of the RAP Unit programs of works (i.e. bookings, intake, planning and resourcing).

4. Administrative Governance and Workflow

- Maintain accurate records, databases, and documentation in line with statutory requirements.
- Create and maintain all field based policies, processes and procedures as required.
- Advise and support Heritage Advisor team with field knowledge and operations for all projects.
- Continuously improve operational workflows, practices and tools (i.e. checklists, technology/platform features) that normalise and strengthen best practice data capture, automations, communications and collaboration between field work teams and Heritage Advisor functions.

5. Finance and Resource Management

- Work closely with Finance to ensure timely invoicing, budget forecasting, and cost tracking for all RAP operational activities.
- Manage budgets for operations, projects, and cultural heritage activities including all staff time sheeting and performance management.
- Oversee and remain accountable for all field base assets and asset management, including logistics and procurement.

6. Engagement and Communication

- Build and maintain strong relationships with external partners.
- Act as a key point of contact for Sponsors and external Heritage Advisors regarding on-site cultural heritage matters and issue resolution.
- Work collaboratively with external Heritage Advisors and Sponsors to educate and advocate the experience, methods, and procedures that underpin TLaWC values, culture and obligations.
- Provide briefings and reports back to the RAP Unit on the results of field assessment to ensure knowledge is shared between the Heritage Advisor and Operations teams.

7. Training and Development

- Set and lead the training and development strategies for all field operations.
- Work with the Training and Field Operations Officer to develop and deliver all training programs for field-based staff, casuals, graduates and subcontractors.
- Overseeing and directs the program, systems and standards that ensure new and existing FSOs are skilled, compliant, and culturally grounded from day one.

8. Work Health and Safety

- Continuously build a safety culture and ensure all field-based projects, assets and staff comply with all safety policies and procedures.
- Lead the implementation of an OHS Management System (OHSMS) in collaboration with the Lead Safety Officer.
- Direct and support employees to actively contribute to the effectiveness of the OHSMS across cultural, strategic and operational activities.
- Support the RAP Director as required in preparing strategic plans, advice and briefings,
- Any other duties, as directed by the RAP Director.

Role Requirements

- Walking long distances over difficult terrain while carrying equipment.
- Ability to lift and/or carry up to approximately 20kgs including chainsaws, hand tools, power tools.
- Ability to work for sustained periods in repetitive movements for example bending, kneeling, lifting, gripping.
- Tasks that involve a degree of flexibility such as walking on uneven surfaces.
- Driving off road across a variety of landscapes and gradients.
- Long periods of time spent sedentary at a desk.
- Reasonable level of health and fitness required to perform the inherent requirements of the role.
- A current Victorian Driver's License.
- Successfully pass a Working with Children Check.

To work with TLaWC applicants must have

- An understanding of the importance of Country to Traditional Owners and the recognition of Taungurung as Traditional Owners.
- An ability to communicate sensitively and effectively with Traditional Owners.
- A commitment to self-determination.
- Adherence to the TLaWC code of conduct.

Key Selection Criteria

Essential Capabilities

- Excellent time management skills.

- Prepare to work safely in the construction industry whitecard (Nationally Accredited Unit Code: CPCCWHS1001) or willingness to undertake training as directed by Director, RAP.
- Demonstrated ability to communicate effectively and sensitively with Aboriginal people.
- Desirable to have knowledge and understanding of the political, social and economic issues affecting Aboriginal Victorians and, specifically, of the provisions of the Traditional Owner Settlement Act and the *Aboriginal Heritage Act 2006*.
- Excellent **interpersonal skills** and the ability to liaise, engage, coordinate, and negotiate.
- Physically fit and able to undertake field-based labouring tasks.
- Ability to work effectively within small teams.
- A willingness to follow instruction and communicate effectively with other TLaWC staff.
- A willingness to follow and apply safe work practices in accordance with OH&S requirements.
- A current Victorian Driver's License.

Personal Attributes

- Good professional judgment and confident decision-making in relation to core duties.
- High ethical standards and personal integrity.
- Able to balance structure with flexibility in a complex and evolving environment.
- A proactive team player who fosters collaboration and continuous improvement.
- Ability to maintain confidentiality in relation to sensitive information.
- A high degree of emotional intelligence.

Application Process

Applicants must submit their CV and a Cover Letter (maximum 2 pages) to jobs@tlawc.com.au.

Your application will be assessed against the Key Selection Criteria and the ability to demonstrate your suitability for the role.

I _____(Name) understand the inherent requirements of this role

Sign_____

Date_____