

General Manager, Operations – Role Description

Teach Well is a growing social enterprise, and we need someone to be the right-hand person to our senior management team. We're searching for a General Manager, Operations who has strong leadership and management skills and the ability to approach our work with a strategic point of view. The General Manager, Operations will lead our team of high-performing teachers and leaders to be efficient, productive, and effective, maintaining our exemplary impact for students in complex (and other) communities. The ideal candidate has extensive experience in managing operations, preferably with experience in education or social impact (not essential).

Objectives of this role

- » Collaborate with the Director in setting and driving organisational vision, operations strategy, and recruitment
- » Translate strategy into actionable steps for growth, implementing organisation-wide goal setting, performance management, and annual operations planning
- » Oversee company operations and employee productivity, building a highly inclusive culture that ensures team members can thrive and that organizational goals are met
- » Ensure effective recruiting, onboarding, professional development, performance management, and retention
- » Lead and cultivate key client relationships
- » Work with the Principal Program Lead to deliver key workshops with senior school leaders, bringing valued perspectives from outside education and curiosity to help leaders improve outcomes for students

Responsibilities

- » Analyse internal operations and identify areas for improvement
- » Implement strategies and plans that align with the short- and long-term objectives developed in tandem with the Director
- » Oversee operations, HR, and partner with the Director in sales management so that sufficient investment capital can be budgeted for near-term and long-term growth targets
- » Manage human capital investments and expenses tightly to ensure that the company achieves targets for growth
- » Monitor performance and take corrective measures when necessary, and prepare detailed updates and forecasts
- » Deliver key workshops and iterate the Instructional Lead Fellowship program alongside the Principal Program Lead.
- » Build and maintain trusting relationships with key customers, clients, partners, and stakeholders

Required skills and qualifications

- » Five or more years of experience in leadership roles
- » Experience managing teams, building inclusive strong team dynamics and culture
- » Excellent communication and leadership skills, with steadfast resolve and personal integrity
- » Understanding of advanced planning and translating planning into operational activities
- » Solid grasp of data analysis and performance metrics
- » Ability to diagnose problems quickly and foresee potential issues in all key components of a business or operation
- » Excellent presentation skills, including public speaking skills and ability to present to large audiences of senior leaders

Location and Travel

- » Full-time role, based in Perth (Subiaco)
- » Some travel required, within WA and interstate