



Director of Operations – Cape York

Position Description

Staff to manage	<ul style="list-style-type: none">4 full-time employees3 part-time30 casual employees
Key relationships	<ul style="list-style-type: none">Head of OperationsCape York teamSchool clients
Location of Role	<ul style="list-style-type: none">Sydney CBD40 days in remote Indigenous Australia10 days in interstate capital cities per year
Term	<ul style="list-style-type: none">Full-time

Introduction

Are you an experienced operations manager in the travel, outdoor education, tourism or events space? Do you have a history of leading a team to deliver dozens of programs to a very high standard? Do you enjoy managing staff and processes to ensure successful delivery of and improvements to programs? Are you ready for your next long-term role?

Red Earth is growing quickly and we are looking for a driven Head of Region who is passionate about helping to lead a team that connects young people to the Indigenous homelands of Cape York. This is an amazing chance for someone to lead the delivery of our programs across Far North Queensland, working at the cross-roads of tourism and the Indigenous space. This role will be primarily Sydney based but with opportunity to travel to our beautiful partner regions across the Cape York Peninsula.

Organisation Outline

We are a small social enterprise with 16 employees passionate about connecting groups of high school students to remote Indigenous Australia. We do this by building immersion programs, ten-day trips into remote Indigenous communities and homelands where small groups learn from Elders, visit cultural sites, and volunteer on a service project in the community.

Role Outline

You will be charged with leading the delivery of all our programs Cape York. In practice, this will mean managing the Programming and Operations team responsible for making the immersions successful on the ground. You will be based in our Sydney office with regular travel to our Cape York partner homelands.

You will have broad autonomy over delivery, budgeting, staffing and execution and will be responsible for the quality of programs delivered in Cape York.



Main Responsibilities

- 1. Delivery:** Helping to refine and execute processes to deliver excellent programs in Cape York.
 - As we scale rapidly, you will continue to refine and execute our processes to make sure that each immersion program is delivered to the highest standard (i.e. nothing 'falls through the cracks').
 - You will need to execute and refine our Cape York Programming processes (the preparation that happens before an immersion program is 'on-the-ground') and our Operations processes (all the elements that make an immersion successful on the ground eg. equipment, Indigenous partner relationships, part-time staff).
- 2. Staffing:** Managing and hiring full-time and part-time staff
 - You will manage the current Cape York Programming and Operations team and be heavily involved in the hiring of new employees.
- 3. Client Relationships:** Working alongside our Business Development team for major clients
 - You will be involved in onboarding major clients and the ongoing management of these relationships.
 - You will be in regular contact with clients to understand their needs so our programs can be continuously improved.
- 4. Budgets:** Directly involved in long-term strategy and financial viability
 - You will work closely with the Head of Operations and General Manager to set long-term growth and cost-management strategies.
 - You will be responsible for setting and maintaining delivery budgets, working closely with the Head of Operations and General Manager.

Desired Knowledge, Skills, and Experience

- Required: 3+ years management experience (teams of 6 or more people)
- Required: 5+ years operations and project management experience
- Required: 5+ years experience in a similar industry (tourism, outdoor education, events, travel)
- Required: financial literacy and experiencing in maintaining budgets
- Desired: experience in start-up, high growth business-environments
- Desired: public speaking experience

Salary Package

\$100,000 – \$105,000 depending on professional experience.
Plus 6 weeks annual leave

To Apply:

To apply for this position, email your CV and a Cover Letter to:

General Manager, Stuart Gregg: stuart@redearth.edu.au; and
Head of Operations, Nick Brown-Graham: nick@redearth.edu.au



Red Earth is an equal opportunity employer. In particular, we encourage people who identify as Aboriginal and or Torres Strait Islander to apply.