

Empowering Individuals Living with Disabilities Through Meaningful and Sustainable Employment



Operations Leader

(General Manager - Operations)

Job Type:	Full Time - Maximum Term up to 2 years
Hours of Work:	8.00 AM - 4.00 PM Monday to Friday Occasional out-of-hours work or reasonable additional hours
Reports to:	CEO
Conditions:	\$135,000 base salary, 12% superannuation and salary packaging benefits. Work vehicle with reasonable personal use included.
Location:	Morwell based, with regular travel across LVE sites and occasional travel across Gippsland and beyond

About Latrobe Valley Enterprises

Latrobe Valley Enterprises (LVE) is a registered charity, not-for-profit company and social enterprise based in Morwell. Through a diverse network of commercial business units, LVE creates meaningful and sustainable employment opportunities for people with disability.

For more than 50 years, LVE has combined sound commercial business practices with a strong commitment to people. Our purpose is to remove barriers to employment and create opportunities for people to build skills, confidence and connection through work.

The Opportunity

At Latrobe Valley Enterprises, every commercial decision has the potential to create meaningful employment opportunities for people with disability.

The Operations Leader plays a central role in making that happen.

Reporting to the Chief Executive Officer and working as part of the Executive Leadership Team, this management appointment leads LVE's diverse portfolio of commercial business units. It is responsible for ensuring our operations are safe, sustainable and commercially successful, while remaining true to our purpose.

This is not a role that leads from behind a desk.

Success comes from being visible across our sites and building trusted relationships with supervisors, support staff, employees, customers and partners. The Operations Leader works alongside people to solve problems, strengthen capability and deliver good outcomes. They know when to step back and think strategically, and when to step forward to support a team through a challenge.

Over the next two years, LVE will continue to evolve. This role will help shape that journey by strengthening operations, supporting new and existing business units, and helping teams work through change with clarity and confidence. The Operations Leader will contribute to organisational strategy while keeping a close eye on day-to-day performance, customers, people and risk.

This is an opportunity for an experienced operational leader who enjoys building capable teams, strengthening business performance and developing lasting customer relationships. Above all, we are looking for someone who is approachable and practical. They will lead alongside their people while also setting clear expectations, following through and putting the right systems in place to support accountability and improvement.

Areas of Accountability

Commercial Operations

- Lead the day-to-day operation of LVE's commercial business units, ensuring they operate safely, efficiently and deliver strong commercial outcomes.
- Develop and manage operational budgets and business plans for each business unit. Work closely with the Finance and Commercial portfolio to monitor performance, address variances and support sound decisions.
- Support supervisors to plan workloads, allocate resources and respond to operational challenges as they arise.
- Ensure labour, equipment, facilities and other operational resources are planned and used effectively across the business units.
- Review the performance of each business unit and act early where productivity, service delivery, quality or financial results are falling short.
- Ensure operational decisions continue to support LVE's purpose of providing meaningful and sustainable employment opportunities for people with disability.

Leadership & People

- Lead, coach and support operational leaders to build capability, confidence and accountability.
- Be a visible and approachable leader across all business units, developing trusted relationships with employees, supported employees and supervisors.
- Set clear expectations, follow through on commitments and address performance or conduct concerns fairly, respectfully and in a timely way.
- Build practical routines and supports that strengthen role clarity, supervision, communication and consistent performance.
- Foster a workplace culture built on respect, inclusion, diligence, initiative and continuous improvement.
- Work alongside leaders to solve problems, remove barriers and support teams through periods of change.

Customers & Business Growth

- Develop and maintain strong relationships with customers, commercial partners and key stakeholders.
- Identify opportunities to strengthen existing services, improve customer experience and support sustainable business growth.
- Oversee the successful delivery of customer contracts, ensuring agreed standards, quality and timeframes are achieved.
- Assess and help establish new services or business units. This includes planning the people, systems, resources and customer arrangements needed for a successful start-up.
- Promote LVE as a trusted commercial partner and employer within the Gippsland community.

Operational Performance & Continuous Improvement

- Monitor operational and financial performance across business units and use reliable information to support decisions.
- Build clear planning, reporting and review processes so performance, risks, priorities and follow-up actions are visible.
- Ensure supervisors have practical systems in place to manage workloads, quality, customer commitments and team performance.
- Where performance is falling short, put structured improvement plans in place with clear ownership, support and timeframes.

- Improve systems, processes and ways of working to strengthen efficiency, quality and customer outcomes.
- Plan and deliver operational and transformation projects with clear outcomes, responsibilities, timeframes and budgets. Address delays or barriers early.
- Make sure agreed actions are followed through and improvements are sustained.
- Maintain strong administrative practices, including accurate records, timely reporting and disciplined follow-up.

Safety, Quality & Risk

- Promote a strong culture of physical and psychosocial health, safety and wellbeing across all business units.
- Ensure operational practices meet applicable quality, safety, environmental and supported-employment requirements.
- Participate in audits and take responsibility for addressing operational findings and agreed corrective actions.
- Monitor operational risks and act early to minimise their impact on people, customers and the organisation.
- Ensure workers are consulted on health and safety matters and that hazards, incidents and concerns are responded to promptly.
- Support ongoing improvement of quality, environmental and safety management systems.

Executive Leadership

- Contribute to organisational planning, budgeting and strategic decision-making as a member of the Executive Leadership Team.
- Work collaboratively with the CEO and fellow leaders to achieve LVE's strategic priorities.
- Provide the CEO and, where required, the Board with clear and timely information about operational performance, risks, customer matters and emerging issues.
- Raise concerns early and bring practical recommendations for action.
- Bring structure and follow-through to agreed priorities, ensuring actions are assigned, monitored and completed.
- Lead organisational change in a way that is respectful, clear and appropriately accountable.

Community & Partnerships

- Represent LVE professionally within the Gippsland community and broader disability employment sector.
- Build productive relationships with customers, industry, government and community organisations.
- Promote the value of meaningful employment and LVE's contribution to the local community.

What Success Looks Like

During your first 12 to 24 months, you will have:

- Built trusted relationships across LVE's business units and become a visible, approachable leader.
- Strengthened the capability and confidence of supervisors and operational leaders.
- Improved operational performance while maintaining LVE's commitment to meaningful employment.
- Put practical systems and reporting in place that improve accountability, visibility and follow-through.
- Strengthened budget ownership, resource planning and decision-making across the business units.
- Supported teams through organisational change and delivered priority improvement projects.
- Strengthened customer relationships and identified opportunities for sustainable commercial growth.
- Supported the establishment or development of new services or business units where required.
- Contributed as an active member of the Executive Leadership Team, helping shape LVE's future direction.

- Helped create a culture where people feel supported, respected, accountable and proud of the work they do.

Key Relationships

Reports to: Chief Executive Officer

Direct reports: Business Unit Supervisors and other operational roles as determined by the organisational structure

Internal: Executive Leadership Team, Finance and Commercial, People, Programs and Impact, supervisors, support staff and employees

External: Customers, suppliers, industry partners, government agencies, local businesses, community organisations, auditors and service providers

Experience & Capability

We are looking for someone who brings:

- Demonstrated experience leading multi-site or multi-disciplinary operations.
- Strong commercial acumen, including experience building and managing budgets, improving operational performance and supporting business growth.
- Strong business management and administrative capability, including the ability to establish practical systems, performance measures, reporting and follow-up processes.
- Experience leading people through organisational change while maintaining engagement and performance.
- Experience coaching and developing leaders, including setting clear expectations and addressing performance concerns.
- Experience delivering operational projects, improvements or new service start-ups.
- The ability to balance strategic thinking with practical, hands-on leadership.
- Well-developed communication and relationship-building skills, with the ability to work effectively across all levels of an organisation.
- Prior experience in disability supported employment, social enterprise or a related setting would be helpful, but is not essential.
- Practical experience applying process improvement methodologies such as Lean or Six Sigma, with a demonstrated track record of using these approaches to lift efficiency, quality or performance outcomes desirable, but not essential.

The Person We're Looking For

- Practical and approachable
- Organised, diligent and reliable
- Calm under pressure
- Curious and solutions-focused
- Comfortable making decisions and following them through
- Willing to address issues directly, respectfully and fairly
- Comfortable working in a changing environment
- Commercially minded
- Genuine in their care for people while maintaining clear expectations, accountability and a commitment to helping others succeed.

Work Environment, Health & Safety Requirements

- This is an active, multi-site role. It involves regular movement between office areas, operational workplaces and customer or community locations.
- The Morwell office is multi-level and the role will involve regular walking, standing and use of stairs, along with periods of computer-based work, meetings and reporting.
- The person must be able to travel independently between LVE sites and other locations across the region.
- The role requires awareness of both physical and psychosocial risks, including workload, change, role clarity, workplace behaviour and the wellbeing of operational teams.

- The Operations Leader is expected to model safe work practices, consult with workers, respond promptly to hazards and concerns, and ensure appropriate controls are in place.

Employment Requirements

- Current unrestricted Victorian driver licence.
- Ability and willingness to work regularly across LVE sites and business units and to travel independently as required.
- National Police Check.
- NDIS Worker Screening Check.
- Working with Children Check, if required for the role or work setting.
- Valid Australian working rights.
- Ability to meet any reasonable role-specific safety, health or compliance requirements.

Key Selection Criteria

To help us consider your application, please provide examples of your experience in relation to our Key Selection Criteria (below) in your Cover Letter or Application.

1. Operational Leadership and Performance

Demonstrated experience leading operations across multiple teams, sites or business areas, with a focus on reliable delivery, strong service outcomes and ongoing improvement.

2. People Leadership and Team Development

Proven ability to lead, support and develop teams, build capability and create a positive workplace where people understand expectations and are encouraged to succeed.

3. Commercial and Financial Management

Experience managing budgets, resources and operational priorities to support efficient, sustainable and commercially sound outcomes.

4. Change and Continuous Improvement

Demonstrated experience introducing practical improvements, strengthening systems and helping teams adapt positively to change.

5. Safety, Risk and Relationships

Experience supporting safe, well-managed operations and building trusted relationships with customers, partners and stakeholders.

How to Apply

1. Prepare your Resume and Cover Letter, addressing the Key Selection Criteria and;
2. Submit your application via Seek link or directly to hello@fullcirclehr.com.au

All applications will be received and considered by Full Circle HR & Business Services.

Please note: Applications that do not address the selection criteria may not be considered.

No agency referrals accepted. Shortlisted candidates will be considered and may be contacted for interviews throughout the vacancy period.