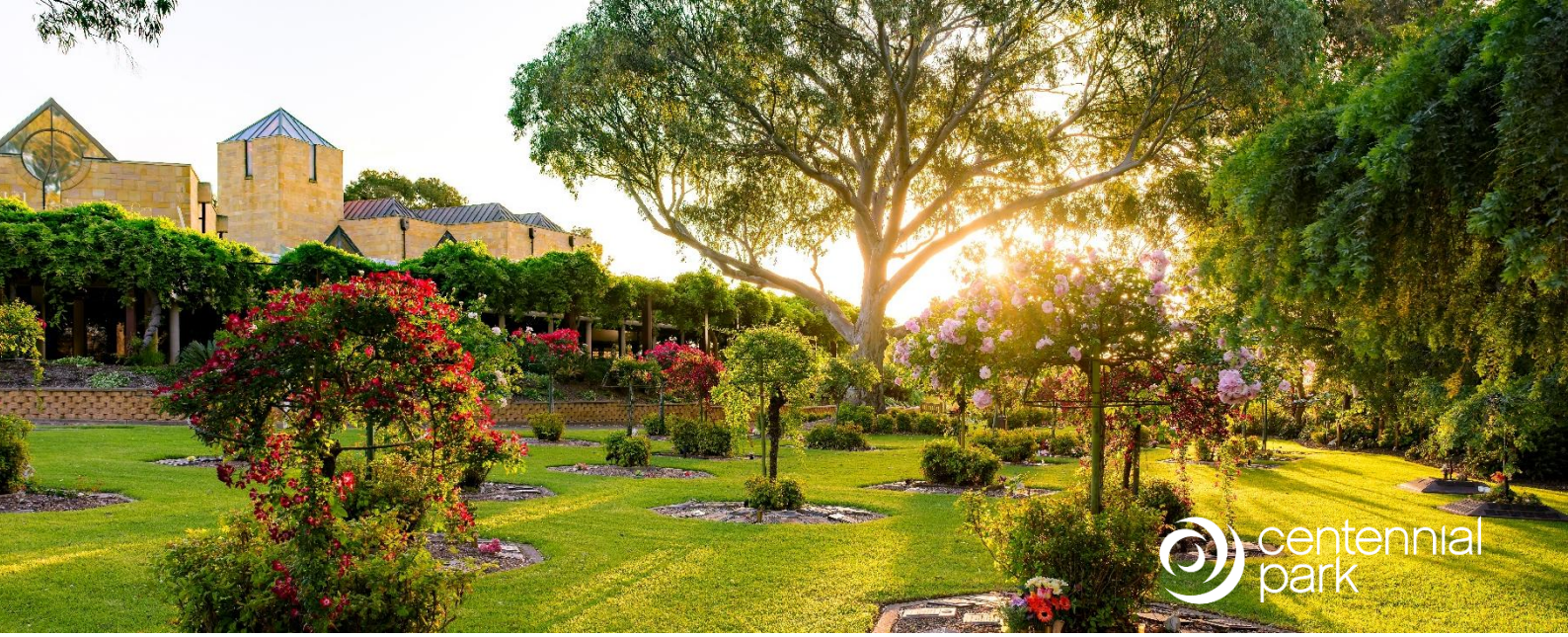
EXECUTIVE MANAGER OPERATIONS

JOB & PERSON SPECIFICATION

DECEMBER 2025



Position Description

Position Title:	Executive Manager Operations
Reports to:	Chief Executive Officer (CEO)
Position Level:	Executive Management Team

Vision

Centennial Park is a place for the living; a vibrant community hub that strengthens enduring connections.

Purpose

To create a sanctuary of connection and meaning.

Guiding Principles

- Champion the importance of memorialisation
- Foster a culture of quality, kindness, respect and dignity
- Value individuality and personal choice
- Manage the Park for current and future generations

Strategic Pillars

- Information, Transparency & Choice
- Our Natural Environment
- Connections and Collaboration
- A People-First Culture

Operations

Our Operations department is comprised of multiple teams, including Cremation & Burial Services and Infrastructure and Grounds Maintenance, pivotal functions to the achievement of Centennial Park's service delivery and operational success.

Position Description

Position Summary

As a key member of Executive Management Team, the Executive Manager Operations is accountable for the leadership of the department, in delivering all operations relating to infrastructure, burial, cremation and memorial services to ensure the ongoing environmental and commercial sustainability of the Park. The position also has responsibility for the Park's WHS Management systems and practices.

Position Purpose

The Executive Manager Operations provides direction to Managers and team members to ensure effective relationships are developed and maintained with all internal and external clients, including families, industry bodies, external stakeholders and community organisations.

Providing oversight of the Park's WHS obligations to ensure a safe and healthy working environment, the role develops and implements the WHS strategy to ensure compliance and promotion of a positive safety culture.

Leading the development, implementation and maintenance of environmental sustainability programs and practices that are aligned with the Environment Sustainability Plan.

This role also develops strategic plans, action plans and budgets that support infrastructure development and maintenance, and commercial priorities that are aligned with strategic priorities, while leading the department to achieve organisational goals through cross departmental collaboration and innovation.

Key Working Relationships

Accountable to the CEO and Board for providing high level, professional and proactive advice and support to achieve the strategic plan and objectives.

Responsible to the Executive Management Team in working together to deliver the objectives of the strategic plan.

Responsible to the departmental Managers, WHS Advisor and team members for providing leadership to achieve planned and integrated strategies that support departmental and organisational objectives and ensure a safe work environment.

Responsible to the wider Centennial Park team for fostering an environment based on mutual trust and respect.

Key Result Areas

Client Services and Satisfaction

- Provide leadership and oversight of core service delivery functions, including burial, cremation, and memorialisation, ensuring compliance with relevant regulations, policies, and best-practice standards.
- Develop a client service culture by ensuring all team members understand and are committed to integrating client needs into the Operations Team culture, along with setting KPI's for each functional area to enhance a commitment to client service excellence.
- Participate in, and drive regular communication, collaboration and information sharing between departments and contribute in cross functional activities including projects and tenders.

Financial

- In consultation with the CEO, manage the department's finances by developing, implementing and monitoring the budget and ensuring it is aligned with the outcomes of the strategic plan.
- Effectively manage and report on departmental and project budgets.

Operations and Environmental Sustainability

- Develop and implement departmental plans, objectives and key performance indicators that ensures the achievement of service delivery, in alignment to the broader organisational strategy and priorities of the Environmental Sustainability Plan.
- Keep the CEO regularly informed of all departmental performance metrics and provide reports on same for CEO and Board.
- Provide high level project management oversight - both operationally and financially, for key infrastructure, asset and environmental projects.
- Lead the development and implementation of programs that support and increase environmentally sustainable practices and services throughout the Park.
- Oversee the management of the Park's standards, through effective maintenance of grounds, facilities and infrastructure and landscape design that provides high visual amenity.

WHS, Systems and Processes

- Manage Centennial Park's WHS systems and frameworks, policies and procedures in ensuring compliance with all obligations and responsibilities of the Work, Health & Safety Act 2012.
- Provide oversight and leadership to the WHS Advisor in delivering a safe and healthy workplace by structuring work functions that take in to account the impact of team members capabilities and WHS risk management obligations.
- Oversee the completion of WHS documentation and keep the CEO appraised of information relevant to workplace incidents and work across the park to identify hazards, assess risks and identify appropriate solutions and controls
- Manage return to work programs and liaise with relevant Safety and Return to work Local Government representatives.
- Continuously monitor systems and procedures for opportunities for continuous improvement and develop initiatives to support changes.
- Maintain accurate and complete records in accordance with Centennial Park's Records Management Policy, other related policies, the State Records Act 1997 and other relevant legislation.

- Ensure all relevant policies and protocols are followed within the Operations Department to ensure a safe work environment, confidentiality, and compliance with the Work Health and Safety Act 2012, Return To Work SA Performance Standards for Self-Insurers and the Return to Work Act 2014 (SA).

Leadership and Culture

- Provide leadership and guidance to departmental leaders and team members to foster high performance, diversity in ideas, accountability and positive wellbeing. Engender an environment of trust and respect.
- Provide respectful and transparent performance feedback to address concerns in a timely manner and develop clear objectives to build capability and performance, taking disciplinary action when necessary.
- Develop clear objectives and required outcomes for team members and ensure guidance and development are provided to build their capabilities and perform to the standard required.

Competencies

- Tertiary qualifications in a related discipline, such as (but not limited to) Environment, Natural Resource Management, Horticulture or WHS.
- A thorough understanding of the WH&S Act and experience managing WHS systems and procedures.
- Demonstrated experience working in a senior management role with a CEO and Board.
- Proven ability to provide support and advice on strategic initiatives, achieve business outcomes and drive continuous improvement.
- Ability to contribute to strategic planning processes through the development of commercially relevant objectives that are challenging and achievable and aligned to the vision. Produce effective operational plans and KPI's that are clearly aligned to support strategy.
- Project management skills and the ability to bring projects to a successful and timely conclusion.
- A strong understanding of HR principles and experience leading a multi skilled team to achieve performance excellence.
- Demonstrated skills and behaviours in negotiating, influencing and collaborating at an Executive and Board level, in cross functional teams and with a range of stakeholders.
- Ability to handle difficult and sensitive situations professionally to achieve successful outcomes.
- Understanding of the broader commercial environment in which the organisation operates and able to balance innovative thinking within a commercial context.

Key Performance Indicators

Client Services and Satisfaction	• Achievement of core service delivery functions, in line with any relevant legislative or compliance obligations. • Client feedback and internal requests are addressed and actioned in a timely manner.
Financial	• Budgets set and monitored monthly. • Departmental budgets set annually. • Demonstration of commercial thinking through incorporation into operational plans.
Operations and Environmental Sustainability	• Strategic and Operational action plans are clearly defined and measurable through the agreed KPI's and aligned with the priorities of the Environmental Sustainability Plan and Cemetery Master Plan. • Projects are delivered on time and within budget.
WHS, Systems and Processes	• Demonstrated commitment to continuous improvement, measured by efficiency of operational systems. • Maintain a strong safety culture and ensure WHS performance meets organisational KPI standards. • Team members are continuously updated with WHS policies and procedures. • Compliance with WHS obligations & reporting. • Adherence to organisational policies.
Leadership and Culture	• Achievement of high performing teams, with clear expectations communicated to team members, performance is regularly reviewed and professional development needs identified. • Proven behaviours as a role model through professionalism, leadership, courtesy, and respect, along with fostering a workplace culture reflective of these values. • Day to day activities prioritised in the context of the strategic plan. • Recognises own areas for improvement, continuously seeks out new ideas and broadens own knowledge to improve personal and business effectiveness. • Facilitating cross departmental collaboration.

A current Class C (Car) Drivers' Licence is required for this role.

The above does not represent an exhaustive list of Key Performance Indicators. Additional Key Performance Indicators may be raised through the Performance Development Review Process.

HOW TO APPLY

Applications including a cover letter and CV should be addressed to Justin Hinora. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.