



POSITION DESCRIPTION

Chief Operating Officer

Application Process: To apply for the position please provide your resume and a covering letter outlining your expertise and interest in this opportunity by no later than 15th January 2023.

Applications are to be submitted via email to exec.recruitment@gosource.com.au

For further information contact:

Keith Cantlie, Principal, Cantlie Executive Recruitment

0417 277 254 or exec.recruitment@gosource.com.au



Chief Operating Officer Position Description

Organisational Context

GoSource, established in 2014, is a recognised leader in the delivery of strategic and valued services to government and enterprises in digital transformation.

Led by its experienced Directors, our team of skilled specialists has grown to more than seventy (70) people located throughout Australia and internationally. Our people are at the heart of what we do; they are passionate, curious and love to solve problems, implementing solutions that create social impact. We are committed to great digital products that improve people's lives, enable organisations, and provide meaningful work for our people to contribute to and thrive.

Providing our clients with innovative systems, on budget and on time, using best practice cloud technologies that are automated, secure and scalable to future-proof their technology needs.

Diversity and Inclusion

GoSource is committed to building a diverse and inclusive community, and particularly welcomes applications from women, Aboriginal and Torres Strait Islander people and candidates from culturally and linguistically diverse backgrounds. GoSource is a remote first company and we support applicants who require flexible arrangements in their work environments or patterns.

We welcome applicants with a diversity of backgrounds, experiences and ideas and encourage applications from who may have had non-traditional career paths, might have had a career break, had career disruptions or who have achieved excellence in careers outside of the technology sector. If your experience looks a little different to what we describe, but you are passionate and motivated by this position, we welcome your inquiry and application.

Vision

We will be differentiated by our people, our capability, and our culture. We will be trusted partners of our customers to solve their most important and complex problems. Our people's growth and our company's growth will be one in the same thing. Our digital products will create an outsized positive impact.

Our Company Values



Agile

We focus on always delivering value



Growth

We embrace opportunities to learn and improve



Inclusive

We include, value, and trust each other



Curious

We are adventurous, creative, and brave



Integrity

We honour our commitments to those we serve



Impact

We enable positive change

Position Overview

Reporting to the Chief Executive and working with the Board of Directors, the Chief Operation Officer (COO) will play a key executive leadership role in the growth and evolution of GoSource.

Providing the leadership, management and strategic advice to ensure that the company has the proper operational controls, administrative and reporting procedures, and people systems in place to effectively grow the organisation and ensure financial strength and operating efficiency.

Working collaboratively the COO will be responsible for managing and delivering a broad range of enabling services/corporate functions for the organisation, including but not limited to Human Resources/Resource Allocation, Finance, Governance & Risk, Facilities, Reporting and Revenue/Cost Management, Information & Communication Technology (internal) and Marketing & Communications.

Key Results Areas

Strategy/Growth

- Working with the CEO and leadership team through an established level of trust, the COO will bring valued advice and thought leadership to the ongoing development of the organisation. Playing a key role in the development and implementation of strategic, business and operational plans to deliver on and position GoSource to achieve its business growth strategy including the establishment and implementation of key performance indicators.
- In conjunction with Directors and key business unit leaders, actively support and contribute to the development and preparation of tenders and proposals in response to market opportunities including supporting the development of agreed terms and conditions for the delivery of work.
- Drive ongoing analysis, review and management of data and information to enable ongoing identification of opportunities, improve and enhance the services and enable seamless access to established process, procedures and methodologies. Undertaking operational and strategic analysis to enable implementation of continuous business improvement to ensure the structure, processes and services to meet the current and emerging needs of the organisation

People

- Actively contribute to the leadership and development of a collaborative and effective workforce, promoting a culture that attracts rewards and retains high calibre employees, continually building on a culture that grows, nurtures and supports people. This includes:
 - managing the delivery of all human resource services including people well-being, performance management rewards and recognition; learning and development; workforce planning & employee utilisation, industrial and employee relations; workplace health and safety.
 - leading the development and implementation of talent attraction and engagement strategies including ensuring appropriate frameworks are in place for the recruitment, onboarding and orientation of employees.

Governance/Operations

- Managing and leading the delivery of a broad range of enabling services covering but not limited to Operations, Finance, Facilities, Payroll, ICT including Customer Relationships Systems, Marketing & Communications.
- Implementing and managing quality frameworks and systems that support the consistent and appropriate pricing of services, business case development, revenue

and cost management and employee utilisation against established performance indicators.

- Ensuring the organisation enhances and implements ongoing contemporary risk and governance frameworks/ practices that ensure it meets corporate, regulatory and fiduciary accountabilities. This includes keeping Directors informed on the position of services, finances, management issues and all matters having real or potential risk to the organisation through comprehensive reporting and accountability systems.
- Establishing and implementing frameworks which enable assessment of the quality delivery of work programs in line with agreed proposals/client engagement arrangements. Monitor and evaluate the quality of the work, providing reporting to business unit leaders to enable the continual improvement of processes and outcomes. This includes collaborating with the leadership team to develop and implement plans for the operational processes, systems, and personnel designed to accommodate the growth objectives of the organisation.
- Other duties as requested, consistent with the classification level of the position and in line with the principles of multi-skilling and collaboration.

Key Competencies

The COO will have:

Vision and strategic agility: create and communicate a compelling and inspired sense of purpose, thriving on change and adapting to new environments or conditions quickly. They will have demonstrated experience in an executive leadership role within a multifaceted dynamic environment, achieving strategic plans through the development and implementation of innovative enabling services and business operations.

Clearly supporting Directors and Executives of GoSource to promote and embed the values, vision, and mission of the organisation into team culture and organisational activities.

Commercial acumen: be knowledgeable about specific business trends affecting the operation of organisations in the delivery of products and services to constituents and/or customers. They will demonstrate their understanding of the development and delivery of ongoing revenue streams that support future organisational growth. They will also have demonstrated experience within established organisations with a diverse range of products and services focused on delivering operational excellence.

Enabling GoSource to maximise its impact with customers and deliver operational excellence.

Builds and develops effective teams: effectively lead teams and integrate new people into the organisation whilst creating a sense of commitment to organisational goals and building organisational culture. They will allow employees to take responsibility for their own work whilst providing appropriate levels of supervision and feedback. They will provide an inclusive, challenging and goal-oriented environment focused on achieving corporate

goals/industry benchmarks whilst working with employees to develop and grow their skills and expertise.

Leading the development of the GoSource team culture, “that is curious and passionate about solving problems and the implementation of solutions that create real social impact”.

Customer focus: show a clear understanding of customer needs, demonstrating a proven entrepreneurial aptitude that has delivered valued outcomes for organisations. They will be able to engage with integrity with a diverse range of people in a customer centric and relationship building manner.

Ensuring GoSource is recognised as a customer-centric sector leader, delivering valued, meaningful, and impactful work to its diverse range of customers.

Communicator & motivator: relate well to all kinds of people, building constructive and long-term relationships. They will have a high level of emotional intelligence and be able to energise, inspire and influence others demonstrating a high level of tact.

Role modelling and building a culture that facilitates open and transparent communication and enables collaborative and constructive conversations within the GoSource team and with our customers.

Continuous learner: be future focussed with the ability to analyse initiatives and programs and learning from experience. This person will actively seek out opportunities for individual and team development.

Building on the GoSource vision of ‘deepening the expertise’ of all its people through meaningful and interesting work, delivering deep specialist advice, and providing recognised value to our customers.

Specific Expertise: Clearly proven leadership experience including managing and guiding larger teams within a service delivery/customer centric organisation. Demonstrated knowledge of or an affinity with technology and systems and how these translate into the strategic goals of governments and industry being highly desirable.