



FAMILIES  
OF VETERANS GUILD  
CONNECT - SUPPORT - EMPOWER

**POSITION DESCRIPTION**

|                          |   |
|--------------------------|---|
| <b>Role</b>              | Operations Manager  |
| <b>Reports To</b>        | Chief Executive Officer   |
| <b>Employment status</b> | Full time, 38 hours/ week<br><br>Employment offer is initial 12-month contract including probationary period. Potential for contract extension and ongoing employment follow first 12 months. |
| <b>Remuneration</b>      | \$108,734 p.a plus Superannuation<br>(Social, Community, Home Care and Disability Award – Level 6)  |
| <b>Location</b>          | Canberra or Chatswood (Sydney)  |

**About Us**

The Families of Veterans' Guild (the Guild) is proudly owned and operated by Australian War Widows NSW Ltd. The Guild is Australia's only organisation to unite all defence and veteran families under one banner. Supporting families from the first day of service and beyond the life of the veteran.

The Guild's priority is the emotional and social wellbeing of families of Australian defence members or veterans, regardless of whether their veteran is currently serving or has previously served.

The Guild's vision is to see all families of Australian veterans thriving, resilient, acknowledged and respected. Because healthy, resilient families are crucial for a strong and robust Australian defence force.

Our staff are part of a small, dynamic, authentic and high performing team. We have a culture of kindness, fairness, honesty and integrity. We value humility, integrity and accountability.

We are looking for a person that is comfortable working in such an environment and value cultural fit over technical capability. We are looking for a high performer with the ability to work well independently and as part of a small team.

**Role Overview**

As the Operations Manager, you will be responsible for and deliver critical functions for the organisation.



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You will be responsible for:

- Membership administration and processing
- Volunteer engagement and support
- Grant funding
- Office coordination and administration

You will also assist in implementation of the organisation's new funding model throughout 2025-2026.

## Key Responsibilities and Tasks

- Organisational policy and process research, development, modernisation and reporting.
- Membership process and pipeline management.
- Grants pipeline management including applying for and acquitting grant funding.
- Develop and implement a new approach to volunteer management, recruitment and retention.
- Assist with digitisation and workflow optimisation of the organisation's operations.
- Implement feedback management policy and process and assist in routine reporting.
- Overseeing the delivery of office administrative functions.
- Any other reasonable duties as directed.

## About you

We are looking for a high performer with the ability to work well independently and as part of a small team. We are looking for a person who can both manage a function and deliver it. This means the ability to deliver through others as well as complete the work yourself. As we are a charity, we have a very small team and managers in our organisation need to be able to deliver functions themselves as well as collaborate with others.

Our ideal candidate will have the following skills, experiences and attributes:

- Experience in a similar role and delivery of like functions to a high standard.
- Confident communication and interpersonal skills, including a demonstrated ability to engage and build rapport with a variety of audiences.
- Strong organisational and time management skills with the ability to prioritise and manage competing priorities.
- Demonstrated ability to work autonomously with broad direction and as part of a small and dynamic team.



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- Have an adaptable, resilient, positive, proactive attitude and approach.
- Demonstrated strong problem-solving skills and good exercise of professional judgement.
- High attention to detail and accuracy in work undertaken.
- Ability to manage competing priorities and timelines.
- High levels of personal drive, integrity and accountability.

### **Desirable**

- Knowledge of/experience within veteran/ defence sector.
- Experience in the not-for-profit / charity sector.
- Governance/business administration or like qualifications.

### **Why join us?**

We believe that a happy and healthy team is the key to success. That's why we go above and beyond to ensure our employees have the support and flexibility they need to thrive – both professionally and personally. To this end, the Families of Veterans Guild offers additional leave days annually (with eligibility for some leave types available after 12 months of continuous service) for full-time employees.

- Be part of a respected and longstanding organisation with a meaningful mission.
- Work in a supportive and inclusive environment that values integrity and respect.
- Opportunity to make a real impact on the lives of veteran families and war widows.
- Receive tax benefits valued at approx. \$15,000 pa (depending on personal circumstances).

As a registered charity, Families of Veterans Guild has public benevolent institute (PBI) status. This status provides taxation benefits to employees which can increase your take-home pay. Please visit <https://www.salary.com.au/calculate-your-savings> to learn more and calculate potential benefits.

In accordance with the National Employment Standards, you will also be entitled to 4 weeks paid annual leave and 2 weeks paid personal/carer's leave, as well as access to flex time.

### **To Apply**

Please complete this form <https://wvf.ms/4iLO15v> and attach a cover letter that addresses the skills, experience and attributes noted above with your CV/resume. We will not pursue candidates who do not provide what we have asked for as part of their application.

Questions regarding this role can be directed to the CEO's Executive officer Cherie on (02) 9267 6577 or at [ceo@fov.org.au](mailto:ceo@fov.org.au).



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