



## FOTOBASE GROUP JOB PROFILE

<b>Job title:</b>	<b>Operations Manager</b>	<b>Employee:</b>	
<b>Responsible for:</b>	Artwork Administration Photography Print/Production Signs		
<b>Department:</b>	FotoBase Group	<b>Reports to:</b>	Chief Executive

### About Fotobase Group

Fotobase was established in 1990 and since then has been a leader in providing printing and marketing material for real estate agencies throughout Australia. Fotobase has the highest quality of digital printing presses on hand which provides the ultimate in printing power, offering the highest in reproduction quality with fantastic fast turnaround at unbelievable low prices.

### Fotobase Values

- ✓ We deliver excellence
- ✓ We actually do care
- ✓ We are one Team
- ✓ We evolve and grow together
- ✓ We always go above and beyond
- ✓ We will evolve and grow together to deliver excellence, every time
- ✓ It's what we do
- ✓ We are the Fotobase Group

### General overview of the job

The Operations Manager reports to the Chief Executive (CE) of the Fotobase Group. The Operations Manager will model and drive the culture and instil the Fotobase Values. The Operations Manager is responsible for the performance of all production staff and teams including: Administration, Technology, Photography, Print/Production and Signage. The Operations Manager will closely monitor production and operations performance. Specific duties include developing and driving strategies to improve overall quality and productivity in the teams; manage all operational teams; operational productivity; establish and maintain focus on customer service culture with the teams and ensure all staff work in a manner that meets Health & Safety policies and procedures and policies.

### Essential duties and responsibilities

Function	Task description
<b>Business Operations</b>	<ul style="list-style-type: none"> <li>• Set standards and goals for operational/production and administration teams</li> <li>• Develop strategies to measure and improve overall quality of operations and production and delivery of quality customer service</li> <li>• Provide direction and guidance to the team in their assigned job duties</li> <li>• Determine measurable goals for the operations, production and administration teams and conduct regular evaluation of goals</li> <li>• Address escalated operational customer inquiries promptly and professionally and ensure customer satisfaction</li> </ul>

<b>Administration Management</b>	<ul style="list-style-type: none"> <li>• Review FBG performance data (activity reports) to monitor and measure productivity, goal progress and activity levels</li> <li>• Oversee and manage accounts receivable and payable functions</li> <li>• Oversee and manage procurement functions and monitor levels of stock on hand to ensure continuous business operations</li> <li>• Oversee and manage the administration functions and smooth running of reception and delivery of high-level customer service</li> </ul>
<b>Technology</b>	<ul style="list-style-type: none"> <li>• Work closely with the external technology providers</li> <li>• Assist CE with facilitation and procurement of IT and communication software best suited for the organisations' needs</li> <li>• Develop a technology strategy to ensure the business is operating with state-of-the-art technology to meet and exceed the business and client needs</li> <li>• Ensure the security of FBG's technology systems</li> <li>• Evaluate and review current software and investigate new software as required</li> <li>• Create training documentation for software</li> </ul>
<b>People Management</b>	<ul style="list-style-type: none"> <li>• Set goals for Team Leaders that ensure operations and production teams are aware of goals and how goals will be measured</li> <li>• Oversee and assist Team Leaders in staff recruitment, workforce planning, training, performance evaluation and performance management issues</li> <li>• Ensure Team Leaders conduct weekly Work in Progress meetings, ensuring any issues are addressed and actioned promptly</li> <li>• Meet weekly in a one-on-one basis with Team Leaders, ensuring they are meeting their goals and team objectives</li> <li>• Ensure communication throughout FBG is of a high level and has a strong customer service focus that addresses customer concerns in a timely, friendly manner</li> <li>• Conduct Performance Reviews with all direct report staff</li> <li>• Establish and implement Policies &amp; Procedures throughout FBG</li> <li>• Foster a culture that promotes a healthy work environment and culture</li> <li>• Model and drive company values</li> </ul>
<b>Chief Executive Interaction</b>	<ul style="list-style-type: none"> <li>• Set up regular, ongoing weekly meetings with the CE to discuss business operational performance</li> <li>• Keep the CE in the loop of any issues that may impact the business performance and client satisfaction</li> </ul>
<b>WH&amp;S</b>	<ul style="list-style-type: none"> <li>• Ensure WH&amp;S policies are implemented, communicated and enforced throughout the FBG businesses</li> <li>• Ensure own safety and the safety of others in the workplace</li> <li>• Attend WHS training sessions and follow safe work practices</li> </ul>
<b>Other Tasks</b>	<ul style="list-style-type: none"> <li>• Other tasks as required and directed by the CE</li> <li>• Actively demonstrate company values</li> </ul>
<b>Essential and Desirable Criteria</b>	
<b>Qualifications</b>	
Essential (including experience, qualifications etc.)	Extensive demonstrable experience as Production Manager of a successful customer service focused, production-based business that has met and exceeded operational performance.
Desirable (inc qualifications/licences)	Relevant qualifications whilst not essential will be well regarded.

Competencies / Experience	
<b>Essential</b>	Proven high level previous experience in a Production Operation Manager role
	Proven leadership skills, ability to motivate, oversee, performance manage staff and drive Fotobase values
	Ability to analyse business performance, analyse data and work strategically to ensure future business growth and improvement
	Be well organised and able to work under pressure and to meet deadlines
	Ability to delegate tasks and responsibilities
	Be flexible and adaptable
	Ability to remain calm under pressure and manage conflicting priorities
	To have a positive and professional manner
	Ability to plan and organise self and assist others
	Promote a healthy, respectful work environment
	Excellent written and oral communication skills
	Ability to work confidentially and respectfully
	Ability to manage conflict and take appropriate disciplinary action
Personal Qualities	
	Proven ability to work cohesively and inclusively in a supportive team environment
	Energy and enthusiasm with a strong customer service focus
	Behave with honesty and integrity in every interaction

Chief Executive Signature

Date / /

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Employee Signature

Date / /

\_\_\_\_\_

Employee Name

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