

Position Description

Position Title: Secretariat PMO / Operations Lead

Organisation: ISANA

Employment Type: Part-Time (Contract)

Reports To: ISANA President / Council

Location: Australia (Remote/Hybrid)

Organisational Context

ISANA is implementing a new operating model designed to strengthen its national role as a professional development provider and peak body. This model introduces a centralised Secretariat functioning as a Project Management Office (PMO), responsible for coordinating programs, partners, digital systems, and governance support.

This role is newly created as part of this transition.

The Secretariat will operate in a dynamic and evolving environment, with systems, processes, and partnerships being progressively established and refined. As such, this role is suited to candidates who are:

- Comfortable working within developing structures and processes
- Able to adapt quickly during a transition phase
- Proactive in identifying improvements and building operational clarity

The role requires balancing strategic coordination with hands-on delivery while supporting ISANA through this transformation.

Position Purpose

The Secretariat PMO / Operations Lead is responsible for leading ISANA's operational delivery through a Project Management Office (PMO) model. The role ensures effective coordination of programs, partners, digital platforms, and the annual conference, while supporting governance and financial oversight.

Key Responsibilities

Operational Leadership

- Develop and implement ISANA's annual operational plan
- Coordinate delivery across all program units
- Establish and manage integrated program timelines
- Ensure alignment between programs, events, and strategic priorities

Program & Partner Management

- Manage relationships with delivery partners and vendors

- Oversee contracts, deliverables, and performance outcomes
- Monitor program progress and manage risks
- Ensure quality and timely delivery of all programs

Conference & Events Management

- Lead the planning and delivery of the annual ISANA conference
- Coordinate event suppliers, sponsors, and stakeholders
- Oversee event platform implementation and integration
- Ensure alignment between events, membership, and professional development programs

Digital Ecosystem Oversight

- Oversee ISANA's digital systems, including:
 - CRM / Membership platform
 - Learning Management System (LMS)
 - Event management platform
 - Marketing automation tools
- Coordinate system providers and ensure integration across platforms
- Monitor system performance and reporting outputs

Governance Support

- Support Council through operational reporting
- Prepare reports, briefings, and policy documentation
- Ensure compliance with governance requirements
- Contribute to continuous improvement of governance processes

Financial Coordination

- Work with the Treasurer on budgeting and forecasting
- Monitor program budgets and expenditure
- Support financial reporting using Xero
- Ensure financial accountability across programs and vendors

Key Deliverables

- Annual operational plan
- Integrated program timeline and reporting dashboard

- Successful delivery of ISANA conference and professional development programs
- Operational performance reports (monthly/quarterly)
- Functional and integrated digital systems

Key Performance Indicators (KPIs)

- Delivery of programs and conference on time and within budget
- Partner/vendor performance against agreed outcomes
- System integration and operational efficiency
- Quality and timeliness of reporting to Council
- Stakeholder satisfaction (Council, members, partners)

Selection Criteria

Essential

- Demonstrated experience in project/program management or PMO roles
- Strong stakeholder and partner management skills
- Proven ability to work in ambiguous or evolving environments
- Experience managing events or conferences
- Experience with digital systems (CRM, LMS, event platforms)
- Financial literacy and budget management capability
- High-level organisational and leadership skills

Desirable

- Experience in the not-for-profit or membership sector
- Knowledge of governance frameworks
- Experience supporting organisational transformation or change

Key Relationships

- ISANA Council and President
- Treasurer
- Program Leads and Committees
- External vendors and delivery partners
- Members and stakeholders

Authority & Decision Making

- Authority to coordinate operational delivery and partner engagement
- Makes recommendations to Council on operational and strategic matters
- Works within approved budgets and governance frameworks

Work Conditions

- Part-time contract role
- Flexible working arrangements (remote/hybrid)
- May require occasional travel for events or meetings