

Position Description



Position Title: Executive Manager Operations and Growth

Location: Barkuma Elizabeth/Holden Hill/City/Hindmarsh

Reports to: CEO

About Barkuma

Barkuma is a not-for profit organisation that provides a range of services to assist people with disability. For over 50 years, Barkuma has provided an environment of self-determination that opens up a lifetime of limitless learning and opportunity. Together, we establish the capacity and confidence to transition out of high school and continue to build a lifetime of independence that makes quality employment and accommodation outcomes possible.

Mission: To partner with the community to deliver support and services designed to improve the lives of people with a disability.

Vision: Be the provider of choice for people with a disability.

Barkuma Values

Rights	We listen and support the aspirations of our people, clients and staff.
Inclusion	We believe everyone has a valued contribution to make and the right to feel safe in all environments.
Collaboration and partnerships are the keys to achieving great outcomes	We encourage others, look for win-wins, and celebrate our success and that of others.
With, not for	We aim to develop capability, not create dependence.
Impact	We believe in accountability, doing what we say, and getting things done. We set goals, make plans and meet deadlines.
Learning	We are always learning and are well-placed to meet the challenges of tomorrow.

Purpose

Reporting to the CEO, and a key member of the Executive Team, this role leads Barkuma's operational service delivery and drives the organisation's commercial growth strategy, underpinning its long-term financial and strategic sustainability.

The Executive Manager Operations and Growth leads a diverse person-centred disability services portfolio, including supported employment, accommodation and respite, participant development services, pathways to employment and other client-facing services. The role is accountable for delivering operational excellence, outstanding participant outcomes, business development and revenue growth.

Working collaboratively across the organisation, the role identifies and executes opportunities to strengthen service quality, enhance organisational capability, secure strategic partnerships and deliver sustainable growth. Through strong leadership, commercial acumen and innovation, the role ensures Barkuma continues to deliver person-centred, high-quality services that improve the lives of people with disability.

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A key component of the role is advancing Barkuma's social impact and market position by creating sustainable employment pathways, strengthening disability social enterprises and developing partnerships that generate both commercial success and meaningful community outcomes. The role supports initiatives that promote social inclusion, economic participation and independence for people with disability while ensuring long-term organisational sustainability.

Position Summary

The Executive Manager Operations and Growth is responsible for ensuring Barkuma delivers outstanding operational performance while building the partnerships, commercial opportunities and revenue streams that sustain and grow services for people with disability. Success in this role will be measured by improved participant outcomes, operational excellence, organisational sustainability and the achievement of strategic growth objectives.

Through an integrated service model, the role supports people through key life transitions including education and skill development, employment and independent living. The position will drive the expansion of employment pathways and opportunities, strengthen Barkuma's disability social enterprise capability and foster strategic partnerships that create meaningful, measurable and sustainable outcomes for people with disability.

Key Accountabilities

Operations Leadership

- Lead Barkuma's operational services to maximise the organisation's ability to achieve its strategic and operational goals.
- Provide effective leadership and management support to operational leaders and managers across the portfolio.
- Ensure services remain person-centred through workforce development, capability building and ongoing training initiatives across the portfolio.
- Drive operational excellence through improved systems, processes, reporting, performance measurement and continuous improvement initiatives.
- Develop and successfully implement agreed strategic and operational plans across the portfolio.
- Ensure efficient resource allocation and service delivery while maintaining a strong focus on participant outcomes and experience.
- Identify and implement opportunities to improve efficiency, productivity and quality outcomes.
- Provide visible and effective leadership across all Barkuma sites.
- Foster a culture of accountability, collaboration, innovation and continuous improvement.

Strategic Growth and Business Development

- Collaborate with the CEO and Executive Team to develop and implement Barkuma's growth strategy, ensuring alignment with organisational priorities and long-term sustainability objectives.
- Identify, evaluate and pursue new business opportunities, service innovations, funding streams and strategic partnerships in collaboration with the Executive Team to support ROI, growth, organisational sustainability and social value.
- Develop a diversified growth pipeline through government funding opportunities, grants, tenders, fee-for-service initiatives, strategic alliances and commercial partnerships.
- Build business cases and investment proposals that support organisational growth, innovation and social impact outcomes.
- Monitor market trends, NDIS and other disability sector developments, customer demand and emerging opportunities to inform strategic decision-making.
- Support the evaluation, planning and implementation of expansion opportunities in new service areas, markets or locations aligned with Barkuma's strategic priorities.
- Work collaboratively across the organisation to convert innovation and service capability into impactful and sustainable revenue opportunities.
- Lead initiatives that strengthen Barkuma's disability social enterprises, creating pathways for increased employment participation and commercial sustainability.

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Commercial and Financial Leadership

- Drive financial performance across the operational services portfolio.
- Contribute to the development and monitoring of annual budgets, forecasts and financial plans.
- Identify opportunities to improve commercial performance, operational sustainability and return on investment.
- Monitor portfolio profitability, utilisation, occupancy and service performance metrics
- Ensure sound financial management practices and strong fiscal accountability.
- Provide analysis and recommendations regarding business performance, growth opportunities and operational risks.
- Balance social impact outcomes with financial sustainability and organisational resilience.
- Support the development of commercially viable social enterprise initiatives that expand employment opportunities and diversify organisational income.

Stakeholder Engagement and Partnerships

- Develop trusted relationships with participants, families, government agencies, employers, community organisations, industry partners and funding bodies.
- Promote Barkuma's services, capabilities and value proposition through strategic engagement activities.
- Foster collaboration across internal teams to support organisational objectives and growth initiatives.
- Lead strategic partnerships that improve participant outcomes and generate new opportunities for the organisation.
- Actively network and represent Barkuma within the sector and broader community.
- Represent Barkuma at industry forums, conferences and stakeholder events.
- Develop partnerships that enhance employment pathways, social enterprise development and community participation outcomes for people with disability.

Broader Leadership Accountability

- Design and lead strategic change and operational improvement initiatives within the portfolio, with a dedicated focus on Tactical Activities in the 2026-2029 Strategic Plan.
- Actively contribute to the monitoring, review and implementation of Barkuma's Strategic Plan.
- Identify efficiencies and improvement opportunities across all business functions.
- Support the CEO, Board and Subcommittees with reporting, performance updates and strategic advice as required.
- Advocate for social impact approaches that combine participant outcomes, community benefit and organisational sustainability.
- Champion innovation, organisational learning and leadership development.
- Model behaviours consistent with Barkuma's Values and Code of Conduct.
- Lead by example and foster a psychologically safe and inclusive workplace.

Safeguarding

- Promote a culture where participant rights, safety and wellbeing are prioritised.
- Ensure safeguarding remains at the forefront of all operational and strategic decisions.
- Ensure safeguarding obligations are fully understood and embedded across teams and practices.
- Monitor and review safeguarding systems to ensure compliance and continuous improvement.

Quality

- Develop and maintain systems and procedures that support Barkuma's Quality Management System.
- Ensure services comply with regulatory, contractual and accreditation requirements.
- Drive quality improvement initiatives that enhance service delivery and client outcomes.
- Promote evidence-based practices and continuous improvement throughout the organisation.

Work Health and Safety

- Conduct yourself and ensure others act in a manner that does not expose themselves or others to physical or psychological harm.
- Champion Work Health and Safety policies, procedures and best practice.

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- Ensure all incidents, hazards and risks are appropriately investigated, monitored and addressed.
- Promote a positive safety culture and strong reporting practices across the organisation.

Review and Continuous Improvement

- Regularly review portfolio area performance and identify opportunities for improvement.
- Seek feedback on personal and team performance to support ongoing development.
- Lead organisational improvement initiatives that enhance effectiveness, sustainability and capability.
- Leverage data, performance metrics and business insights to support decision making and strategic outcomes.

Key Performance Indicators (KPIs)

Operational Performance

- Achievement of operational budget targets.
- Client satisfaction and engagement outcomes.
- Service utilisation and occupancy targets achieved.
- Completion of strategic operational initiatives.
- Compliance and quality audit outcomes.

Client Outcomes

- Positive participant outcomes aligned to strategic objectives.
- Increased employment and community participation outcomes.
- Maintenance of safeguarding and quality standards.
- Improved participant experience and satisfaction measures.
- Growth in employment outcomes achieved through services, social enterprise and open employment pathways.

Financial and Commercial Performance

- Annual revenue growth target achieved.
- Growth in diversified income streams.
- Improved portfolio financial performance and sustainability.
- Successful development and implementation of business cases and growth initiatives.
- Achievement of agreed profitability or margin targets within service programs.
- Measurable growth in social enterprise revenue and commercial activity

Business Development and Partnerships

- Number and value of new funding opportunities secured.
- Number and value of strategic partnerships established.
- Growth in employment opportunities and employer partnerships for participants.
- Successful tender, grant and funding submissions.
- Growth in referral pathways and market engagement activities.
- Development of partnerships that contribute to social enterprise growth and community impact.

Leadership and Culture

- Employee engagement and retention outcomes.
- Leadership capability development across management teams.
- Demonstrated collaboration across business units.
- Achievement of organisational strategic objectives.
- Demonstrated commitment to Barkuma's values, social purpose and impact objectives.

Skills and Abilities

- Extensive senior leadership experience in operational management in high quality, multi-site person-centred human services.
- Demonstrated experience leading business growth, organisational transformation and strategic initiatives.
- Highly developed stakeholder engagement, influence and negotiation skills.

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- Strong understanding of the National Disability Insurance Scheme and opportunities within the disability sector.
- Strong commercial acumen and financial literacy.
- Proven ability to identify and secure funding, partnerships or business development opportunities.
- Ability to develop high-performing teams and build leadership capability.
- Strong analytical, problem-solving and decision-making capabilities.
- Demonstrated ability to balance mission impact with financial sustainability.
- Ability to work collaboratively across multiple business functions while driving accountability and performance.
- Understanding of social enterprise models, social procurement opportunities and impact-driven business development.

Qualifications and Certification

Essential

- Tertiary qualification in Management, Business, Retail, Human Services or a related discipline.
- Significant executive or senior leadership experience in commercial operations management.
- Demonstrated and successful leadership experience within human-centred services, disability, community, employment services or not-for-profit environments, with a strong commitment to person-centred practice.
- Demonstrated experience in business development, commercial leadership or organisational growth.

Desirable

- Postgraduate qualification in Business Administration, Strategic Management or related field.
- Experience leading social enterprises or impact-focused business initiatives.

Special Conditions

- Ability to work and travel across different Barkuma sites.
- Must comply with Barkuma's vaccination policy.
- Work rights for Australia.
- Current NDIS Worker Screening or DHS Disability Clearance (or willingness to obtain).
- NDIS Quality and Safeguards Worker Orientation Module (or willingness to obtain).
- Appropriate infection control certificate.
- Current DHS Working With Children Check (or willingness to obtain).
- Appropriate Child Safe Environments certificate (or willingness to obtain).
- After-hours, weekend work, intrastate and interstate travel may be required.
- Current Australian Driver's Licence (P2 and above) and comprehensive motor vehicle insurance.

I confirm that I have read, understood, and agree to comply with the scope and duties of Position Description.

Name (insert here) _____

Signed _____ Date ____/____/2024

HR Use Only: Amendment Record

Version Number	Amendment	Amended by	Date
1.0	New role	CEO	17.07.2026