



Position title	Operations Leader	Employer	Katherine Women's Information and Legal Service
Reporting to	CEO	Direct reports	Operations and Communications Officer
Classification	SCHADS Level 6	Location	Katherine, Northern Territory
Hours	Full time (part time negotiable)	Duration	Ongoing
Effective date	August 2026	Approved by	CEO

ABOUT KWILS

Katherine Women's Information & Legal Service (KWILS) is a specialist Women's Legal Service based in Katherine, Northern Territory, on Jawoyn, Wardaman, and Dagoman country. We provide free legal services for women experiencing disadvantage across the Big Rivers region, with a focus on family and civil law, including domestic, family, and sexual violence, child protection, and victims of crime compensation. Through a culturally sensitive and trauma-informed approach, we offer legal advice, representation, and support services to create a holistic client experience. Our work also includes community legal education, advocacy, and law reform to advance women's rights.

KWILS is committed to diversity, inclusion, and creating a safe, collaborative, and empowering workplace. We encourage applications from people of all backgrounds, particularly Aboriginal and Torres Strait Islander people, and we provide reasonable workplace adjustments to support accessibility. Our team benefits from generous leave entitlements, a strong well-being program, and a supportive environment where all staff are valued and respected.

POSITION DESCRIPTION

Position purpose

The Operations Leader is responsible for ensuring the smooth and efficient running of KWILS, enabling legal and community support teams to deliver high-quality services. This includes day-to-day centre management, operational infrastructure, finance and human resources support, and public-facing functions.

Key duties and responsibilities

Centre operations and finance

- Act as key liaison with external contractors and suppliers.
- Oversee building maintenance and essential utilities (e.g. phone, internet, electricity, water).
- Manage organisational assets including vehicles (e.g. car maintenance and servicing) and insurance coverage.
- Maintain IT infrastructure and ensuring digital security and data protection.
- Manage organisational expenses with external accountant, including the fortnightly bill run, credit cards, petty cash expenditure, and reimbursements.

Human resources and workforce support

- Manage HR processes, including recruitment, onboarding, induction and exit procedures.
- Oversee timesheets, payroll processes, and staff entitlements; and provide support to staff with payroll and timesheet enquiries.
- Coordinate staff training and professional development and well-being initiatives.
- Manage travel bookings, itineraries, allowances, and accommodation for staff and visitors.

External communications and public engagement

- Manage external digital communications and engagement channels, including website and social media.
- Manage local public engagement activities and events in Katherine.

Support to CEO

- Liaise with external HR providers for guidance and support on complex or sensitive HR matters, including terminations, redundancies, employee complaints, position classifications, employment contracts, performance management, and workplace health and safety.
- Draft HR letters/correspondence for CEO approval.
- Provide prompt and accurate administrative support with reports required by KWILS' funding bodies and Management Committee.

Leadership

- Provide training, mentoring, capacity building, and supervision for the Operations Team.
- Contribute to the development of KWILS policy and strategic planning as required.

Other tasks within your skills and competence as required.

Key relationships

- Leadership Team
- External stakeholders/local services, including the Law Society NT.
- External contractors and suppliers, including human resource, accounting, IT, security, property management and cleaning services.

KEY SELECTION CRITERIA

Essential

- Demonstrated experience managing office operations, facilities, and assets, including vehicles, IT systems, and insurance.
- Proven ability to oversee payroll, bill payments, petty cash reconciliation, and liaise with external accountants for financial processes.
- Strong knowledge of HR processes, including recruitment, onboarding, induction, exit procedures, and performance management.
- Experience supervising staff and supporting a positive, trauma-informed, and culturally safe workplace.
- Ability to liaise effectively with external service providers (e.g. HR, finance, IT, property, wellbeing) to support organisational needs.
- High-level digital literacy, including managing IT infrastructure, maintaining data security, and overseeing digital communications (website and social media).
- Experience coordinating staff training, professional development, and wellbeing initiatives.
- Excellent organisational and time management skills, with the ability to manage competing priorities and meet deadlines.
- Ability to use sound judgement, discretion, and maintain a high level of confidentiality.
- Strong problem solving and decision-making skills and ability to work in a self-directed manner.
- Strong communication skills, including drafting HR correspondence, reports, and policies.
- Understanding of and commitment to social justice, and service delivery in a regional and remote Northern Territory context.

Desirable

- Experience in a domestic violence service or a community legal service
- Experience in project management will be highly regarded.

Required qualifications and/or accreditations

- Maintain a valid working with Children's Check (Ochre Card)
- Satisfactory Police Clearance (National Police Check)
- Valid drivers' licence

ACKNOWLEDGMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

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Employee

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Date