



1. Position Description

Title:	<i>Director Operations</i>
Status:	<i>Ongoing</i>
Salary Range:	<i>Range from vt1.95m to vt2.95m</i>
Reports to:	<i>Chief Executive Officer VBTC</i>
Functional Relationships:	<i>Colleagues in Senior Management, Radio Vanuatu, Paradise 98 FM, Femme Pawa 99 FM, TBV and all other departments</i>
Qualifications:	<i>Proven experience as a Director Operations or at least 5 years of experience working in senior management within a Corporation or other organisation. Qualifications in business administration, Finance, Technology/IT and or HR.</i>
Department / Unit:	<i>Corporate Unit</i>
Location:	<i>Port Vila</i>

2. VBTC mission

The Vanuatu Broadcasting & Television Corporation (VBTC) is Vanuatu's only public service broadcaster. Its mission is to deliver content that informs, educates and entertains all Ni Vanuatu citizens through radio, television and online services. VBTC aims to reach and respond to citizens through the provision of public interest media and discussion, and through this, meet its obligation to reinforce the Vanuatu identity.

The overall role of VBTC staff is to work together with respect and integrity to deliver content and services. Every employee has a responsibility to contribute to the vibrancy, diversity, inclusiveness and health of VBTCs work culture through their expertise, capabilities and responsiveness to daily tasks.

3. Job Purpose/summary:

The Director Operations oversees the department of Finance and Administration; and Technical Services/IT and HR for the VBTC. The role has primary responsibility for achieving organisation efficiency; planning and managing the VBTC's day-to-day operations; reviewing and updating operating procedures; ensuring operational quality and risk management; assessing business strategy and their operational impact; and implementing methods for the organisation to achieve its overall strategic goals. The role provides high level advice to the CEO and will be called upon to represent the Corporation at both Board and Government levels.

4. Key Accountabilities and Responsibilities

Design and planning:	<ul style="list-style-type: none"> • Design and implement business strategies, plans and procedures than encompass management, administration, technical systems and resilience and continuity of the VBTC. • Set goals for performance and growth across the Corporation, as well as means on measuring and meeting KPI targets. • Oversee and guide the establishment of policies that promote the values, culture and vision of the VBTC .
Strategy and business development:	<ul style="list-style-type: none"> • Assist CEO and VBTC Commercial in revenue/fund raising ventures. • Participate and oversee activities that help strengthen the resilience of the VBTC, as well as secure further growth.
Financial:	<ul style="list-style-type: none"> • Have an in-depth knowledge of the Corporation's finances and fiscal operating environment. • Assist the CEO in the financial oversight and budgeting requirements of the VBTC; as well as allocation of funds to all departments across the Corporation.

Management and leadership:

- Oversee daily operations of the VBTC and work of executives in Finance and Administration, and Technical Services.
- Demonstrate leadership that encourages maximum performance and dedication to values of the VBTC across the organisation.
- Manage relationships with partners and vendors.
- Oversee VBTC risk management.

Reporting:

- Evaluate performance of the Corporation by analysing and interpreting data and metrics.
- Write and submit reports to CEO in all matters of importance.

5. Competencies

Business operations – understanding of business functions such as HR, Finance, technical services and marketing. In depth understanding of Vanuatu’s changing media, commercial and government policy environment and how to maximise revenue-generating potential for the VBTC.

Strategic thinking – Inspire a sense of purpose & direction amongst staff; focus strategically; identify opportunities; show good judgement & common sense.

Achieves results – Build team capability and responsiveness; excel in own area of expertise and knowledge; implement changes and deal with uncertainty; deliver on results; demonstrate accountability for use of resources

Communicates with influence – Communicate clearly and effectively; listen, understands and adapt; negotiate persuasively and consult regularly. Communicate appropriate commercial and financial information to non-commercial staff and managers

Relationship management – Nurtures internal and external relationships; facilitates cooperation; develops people; proactively manages stakeholders

Personal drive and integrity – demonstrate professionalism, impartiality & honesty; committed to VBTC values and objectives; brings innovative approach to a problem or solution; displays resilience and integrity; demonstrates self-awareness; seeks improvement

Innovation and creativity – lateral thinker, demonstrates interest and creativity in developing new ideas and proposals to generate revenue

6. Performance Indicators / Goals

Design and planning:

- Business strategies, plans and procedures prepared and signed-off by CEO and Board.
- Risk management and resilience plans implemented.
- Performances goals set and implemented – demonstration of performance trends and achievements.
- Implementation of policy implementation and compliance across corporation.

Strategy and business development:

- Demonstrated contributions to revenue growth and business development.
- Detailed assistance to office of CEO and support provided.

Financial:

- Budgets prepared, allocated and managed.
- Corporation budgets balanced and trading in the black.

Management, leadership and reporting:

- Performance review feedback and evidence of participation in overall leadership and direction of the VBTC in meeting its goals.
- Satisfaction at CEO and Board level in performance and delivery.

Reporting:

- Reports delivered and the value they contain in providing useful analysis and information that helps progress the direction of the Corporation.