



## Position: Director of Operations

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**Location:** Melbourne, Australia

**Reports to:** Chief Executive Officer (CEO)

**Role Type:** Full-time

### About the Zionist Federation of Australia:

The Zionist Federation of Australia (ZFA) is a non-profit organisation building a thriving Jewish Community in Australia and an unshakable bond between Australia and Israel. We are the peak representative body of the Australian Jewish and Zionist community. We are committed to promoting and facilitating a deep connection between the Australian Jewish community and Israel.

### Position Overview:

The Director of Operations is a pivotal role within the ZFA, acting as a key leader within the organisation and support person to the CEO. This role involves overseeing the organisation's operational activities, ensuring effective implementation of programs and events, managing HR and IT processes and contributing to the professionalisation of the organisation.

### Key Responsibilities:

#### 1. Program and Event Management and Execution:

- (a) Oversee the planning, implementation, and tracking of a range of programs, events and initiatives.
- (b) Work closely with program managers to ensure that projects are delivered on time, within scope, and within budget.

#### 2. Operational Excellence:

- (a) Streamline operational processes and systems to improve efficiency and effectiveness.
- (b) Ensure compliance with regulatory requirements and maintain high standards of operational integrity including insurance, visa and reporting requirements.
- (c) Responsible for design and review of policies and procedures.
- (d) Oversight and management of office space, IT requirements, CRM and key relationships.
- (e) Implement and monitor performance metrics to assess operational efficiency.
- (f) Drive initiatives for continuous improvement across the organisation.

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### REPRESENTATION. ADVOCACY. CONNECTION.

President Jeremy Leibler | Chief Executive Officer Alon Cassuto

Constituent Organisations State Zionist Councils of: ACT | New South Wales | Queensland | South Australia | Victoria | Western Australia

Affiliated Organisations: Ameinu | ARZA | Australian Forum of Russian Jewry | Australasian Union of Jewish Students | Australian Zionist Youth Council | Friends of Likud  
Jewish National Fund Australia | Maccabi Australia | Mercaz Masorti Australasia | Meretz Australia | Mizrahi Organisation | National Council of Jewish Women Australia  
Union for Progressive Judaism | United Israel Appeal Australia | Women's International Zionist Organisation

### **3. Responsible for HR Best Practice**

- (a) Recruitment, onboarding, team meetings and best practice
- (b) Volunteer workforce management including setting up process, onboarding and ongoing management
- (c) Develop and implement strategies to enhance team performance and capability.
- (d) Manage staff performance review framework including KPIs, goal setting etc

### **4. Leadership Support**

- (a) Report to CEO and Board
- (b) Prepare reports on organisational functions and efficiency
- (c) Support all departments to function seamlessly and cooperatively towards the ZFA vision

### **Desirable Experience:**

- (a) Proven experience in operations management
- (b) Strong leadership skills with a track record of building and leading high-performing teams.
- (c) Experience in HR processes
- (d) Management of wide variety of stakeholders
- (e) End to end project delivery and event management experience

## **Projects and Deliverables**

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Below are examples of projects and deliverables that will form a part of the day to day activities of the Director of Operations.

### **1. Program Management and Execution:**

Oversee the planning, implementation, and tracking of a range of programs and initiatives. Work closely with program managers to ensure that projects are delivered on time, within scope, and within budget.

- (a) Plenary Conference (H2 2025)
- (b) Educators Conference (H2 2026)
- (c) Diller Teen Fellowship Supervision (Annual)
- (d) Israel Programs

### **2. Operational Excellence:**

Streamline operational processes and systems to improve efficiency and effectiveness.

- (a) Professionalising the ZFA
- (b) Brand and Website

- (c) Israel Programs Experience
- (d) Conferences and Events
- (e) Child safety and safeguarding (liaising with AZYC and accreditation professionals)
- (f) Shlichim Processing (liaising with migration agency)

### **3. Team Leadership and Development:**

Lead and mentor staff, fostering a culture of excellence and continuous improvement.

- (a) Talent assessment and development
- (b) Annual plans, goals and KPI development
- (c) ZFA and Shlichim Team culture

### **4. Stakeholder Engagement:**

Develop and maintain relationships with stakeholders, including community leaders, partners and volunteers.

- (a) Affiliate and community engagement
- (b) Volunteer and grassroots activation and coordination

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### **APPLICATION PROCESS:**

Interested candidates should submit a resume and cover letter addressing their qualifications and suitability for the role to [zfa@zfa.com.au](mailto:zfa@zfa.com.au). Applications will be reviewed on a rolling basis.