

foyerfoundation

Are you the Chief  
Operating Officer  
we need?

Welcome to

BETTER  
TOGETHER



# Chief Operating Officer

## Purpose and scope

We want a future where young people are seen for their talents and are empowered to realise their ambitions, no matter what challenges they face in life.

The purpose of this role is to lead the team, operations and infrastructure we need to make this future real.

We're in an exciting phase of growth in the Foyer movement across Australia, moving from 13 to 50 Youth Foyers by 2030.

Growth this fast needs an agile and high performing team that can evolve as we scale, adapting our operations, technological infrastructure and ways of working as national momentum builds.

We're looking for a Chief Operating Officer (COO) to work alongside our CEO and lead the Foyer Foundation through this exciting phase of development.

The Chief Operating Officer (COO) role is:

- Full-time with flexible work practices supported
- Preference for Sydney or Melbourne location to co-locate with existing team (we are open to alternatives for the right candidate)
- Occasional travel required
- Reports to the CEO
- Works in partnership with the CEO to manage operations for a small but growing core team (5-12 people), a broader pool of contractors, and a growing network of people from partner organisations across the country.



Jess at age 19 says that Foyers helped her to 'gain a sense of self independence and ...life long skills for my journey...'

Without her experience at Foyer Jess comments 'I would have ended myself in an unhealthy lifestyle or worse, I may not been able to gain and learn from mistakes and opportunities I have had to this day.'

# About us



## **We empower young people who experience crisis to unlock thriving futures.**

Through the Youth Foyer approach, 16-24 year olds at risk of or experiencing homelessness are provided with a safe and stable home for up to two years, with integrated learning and work supports.

Youth Foyers are more than a solution to homelessness. During a critical transition point in a young person's life, Foyers give residents the opportunity to take charge of their futures, achieve independence and realise their aspirations in learning, work and life.

There are 13 Youth Foyers in Australia today. We have a bold ambition for 50 Youth Foyers by 2030 with over 33 communities working hard to establish new Youth Foyers right now.

The Foyer Foundation enables the Youth Foyer movement in Australia to grow its reach and impact. We are a non-profit organisation that brings together a diverse network of young people, Foyer operators, service providers, philanthropists, government and business partners to unlock thriving futures for more young people in Australia.

**50**  
**YOUTH**  
**FOYERS BY**  
**2030**



## Under One Roof is our national campaign to grow the Foyer movement in Australia.

We are evolving our core operations to support this growth and enable collaboration across the Youth Foyer network. The Foyer Foundation is a small and multi-skilled core team at the heart of a national network of collaborators, investors, contractors and service providers.

We believe in the talents and potential of every young person, creating the space for young people to lead and champion the change they want in their communities and across Australia.

The national role we play is focused on:

- Growing the **impact** of the Youth Foyer movement by enabling communities to establish high quality Youth Foyers, supporting Foyer learning and development, and building the national evidence base
- Upholding the **integrity** of the Youth Foyer model through a robust accreditation process
- Enabling **innovation** in the Youth Foyer approach
- Building the case for **investment** in Foyers at scale and channeling funding towards communities and young people living in Youth Foyers.



# What we are looking for Our next COO



# Your key responsibilities

## 1. Executive leadership

- Provide executive leadership across a range of core functions including people, finances, operations, technology, governance and risk
- Partner with the CEO to lead a high performing Foyer Foundation team that is driven by outcomes, centred on young people, with an inclusive culture that promotes continuous learning and development
- Convert strategy into tangible actions by driving implementation, team management and ways of working needed to deliver on our national ambition
- Develop strong relationships with key funders, government partners, the Foyer network and young people we work with, building our reputation as a professional, innovative and effective organisation that delivers outcomes for young people and communities

## 2. Leadership of digital transformation to enable strategy

- Lead, design and implement the digital strategy we need to enable effective and efficient core functions and collaboration with key stakeholders/partners across the Australian Youth Foyer network including:
  - Internal IT systems and processes
  - CRM system to manage our stakeholder network and Youth Foyer pipeline
  - Solutions for secure data collection and development of national evidence base
  - Knowledge management systems that enable collaboration and knowledge sharing across the different organisations that form part of the Youth Foyer network.
- Provide the main interface with our technology service providers, working to develop effective pro bono relationships or competitive non-profit agreements
- Establish internal processes, behaviours and practices we need to leverage technology better in our day-to-day work

- Strengthen digital capabilities of our team and broader network through development of training and upskilling opportunities in partnership with others

## 3. Leadership of the Youth Foyer accreditation processes

- Oversee the accreditation process to ensure that organisations using the Foyer name are doing so with integrity, meeting the quality and standards required to achieve the best outcomes for young people.
- Lead a robust and credible team of consultants as independent Validation Assessors, ensuring there are appropriate structures and protocols in place to ensure rigor and independence from other core functions at the Foyer Foundation
- Lead review and improvement of Youth Foyer accreditation process to uphold high standards and create a streamlined experience for Youth Foyers nationally, using technology to make it more efficient and enable communications

## 4. Operational expertise

- Use your operational expertise to review and improve on our core operations including people processes and policies, financial management, knowledge management
- Work with the team to set clear performance goals at the team and individual level, with appropriate feedback loops to drive continuous learning and improvement
- Develop agile approach to program management that enables the team to stay aligned and adapt plans to deliver performance outcomes in a complex and changing environment

- Analyse, monitor and report to CEO on organisational performance metrics
- Lead approach to collection of data across Foyers nationally, managing ethical and legal data governance risks and brokering in technical expertise as needed
- Enable effective recruitment and onboarding processes of core team and contractor network

#### 4. Financial and commercial capabilities

- Provide strategic leadership, including advice to the CEO and Board, on our business model, funding strategy and financial and commercial performance
- Work with our Operations Manager to transform our approach to annual budget cycles, managing organisational and project finances, acquittal processes and reporting to funders
- Translate numbers into compelling reports for corporate, philanthropic and government investors

## Key selection criteria

- 5+ years experience in leadership role in any sector
- Ability to work at both strategic and operational levels
- Capacity to build strong relationships and communicate effectively with diverse audiences - communities, corporates, philanthropists and government
- Excellent written and verbal communication / presentation skills
- Agile approach to program management in a complex environment
- Strong digital capabilities

## Additional requirements

- Police check
- Working with Children Check

## Your mindset

- You believe every young person deserves a thriving future
- You respect and value the perspectives of young people who are at risk or have experienced homelessness, and are prepared to work effectively with young people and create the space for them to lead
- You respect and value First Nations peoples and culture, as a First Nations person and/or an ally
- You are comfortable leading in a complex environment, staying focused on outcomes and adapting your approach as needed
- You are collaborative, valuing and respecting relationships within our team and with our external partners
- You take initiative and solve problems
- You have a high attention to detail