

Role Description

Job title:	Business Operations Manager
Organisation:	StudyAdelaide
Level:	Negotiated contract
Type of appointment:	3 year appointment
Reports to:	Chief Executive
Date Reviewed:	6 th November 2025

About StudyAdelaide

StudyAdelaide is a public corporation that was formed in 1998 to promote Adelaide as a destination for international students. Its primary functions are:

1. To grow awareness and preference for Adelaide as a destination for international students, through the implementation of marketing and promotional activity.
2. To ensure that international students in South Australia feel welcomed, valued and are enriched by their study experience, through implementation of a student and community engagement program.
3. To support the recruitment and student engagement activities of StudyAdelaide members.
4. Advocate for the international education sector in South Australia.

The organisation's stakeholders, members and funding partners include South Australia's education providers' actively recruiting international students, and South Australian state and local government agencies. StudyAdelaide is committed to strengthening these relationships to ensure a strong foundation for collaboration and cohesiveness amongst South Australia's international education sector for global marketing activities, and a shared imperative to deliver opportunities and the most effective support for international students.

Purpose of the Role

The Business Operations Manager is a key member of the leadership team and provides high-level operational and strategic support to the Chief Executive to ensure efficient, compliant, and future-focused business operations.

The role is responsible for the effective management of business services, systems, and processes across StudyAdelaide, with accountability for human resources, finance oversight, governance, technology, and office management.

This position combines strategic foresight with hands-on leadership, ensuring smooth daily operations while driving organisational improvement, innovation, and long-term planning. The incumbent acts as a trusted advisor to the Chief Executive and is expected to exercise sound judgement, confidentiality, and professionalism in handling sensitive HR or operational matters.

Key Responsibilities

1. Operations Leadership

- Work closely with the Chief Executive to provide advice, insight, and planning support to inform decision-making and strategic direction.
- Lead continuous improvement initiatives to enhance organisational effectiveness, business systems, and operational efficiency.
- Anticipate future business needs and recommend improvements to systems, policies, and processes to support growth and resilience.
- Foster a positive organisational culture aligned with StudyAdelaide's values, encouraging collaboration, accountability, and innovation.

2. People and Culture

- Partner with the Chief Executive on workforce planning, talent management, and organisational capability development.
- Provide trusted HR advice on complex or sensitive employee matters, ensuring compliance with legislation and best practice.
- Oversee recruitment, onboarding, performance management, and professional development processes.
- Maintain and update HR policies, procedures, and records in line with organisational and legislative requirements.
- Support a healthy, safe, and inclusive workplace culture through effective Work Health and Safety practices and wellbeing initiatives.

3. Financial and Governance Oversight

- Provide leadership and guidance to the Finance Officer, ensuring accurate, timely, and compliant financial operations.
- Oversee financial planning, budgeting, and reporting processes to support strategic and operational decision-making.
- Manage procurement and contract governance and reporting, ensuring value for money and compliance with relevant policies.
- Provide secretariat services to the Audit and Risk Management Committee and coordinate internal and external audits.
- Ensure strong alignment between operational delivery and StudyAdelaide's governance frameworks.
- Provide leadership of StudyAdelaide's Reconciliation Action Plan, including actioning, monitoring, and reporting on deliverables across the agency.

4. Technology, Systems and Process Improvement

- Lead the review, implementation, and optimisation of digital tools and business systems to enhance efficiency, accuracy, and collaboration (e.g. Microsoft 365, Copilot, ProSpend).
- Oversee IT service providers, asset management, and data security compliance.
- Champion innovation and technology adoption across the organisation to support streamlined workflows and modern ways of working.

5. Office Management and Administration

- Provide secretariat services to the StudyAdelaide Board, including the preparation of agendas, papers, and minutes.
- Manage vendor relationships and service provider contracts to ensure performance, value, and compliance.
- Oversee facilities, office management, and general operational support to ensure a productive working environment.

Key Relationships

- **Reports To:** Chief Executive
- **Direct Reports:** Finance Officer
- **Internal:** Leadership team and all StudyAdelaide staff
- **External:** StudyAdelaide Board, Audit and Risk Management Committee, education providers, funding partners, government agencies, and service providers

Qualification, Experience and Knowledge

Qualifications, Experience and Knowledge

Essential

- Proven experience in business operations or business management roles, ideally within a multi-stakeholder environment.
- Financial literacy and experience managing budgets, contracts, and procurement processes.
- Demonstrated experience in HR, including partnering with leaders on people and culture strategies.
- Proven ability to lead technology-driven improvements and introduce efficient systems and processes.
- Excellent written and verbal communication skills, with experience preparing reports and briefings.
- Ability to act as a trusted advisor, exercising sound judgement and confidentiality in sensitive matters.

Desirable

- Experience within the education, government, or not-for-profit sectors.
- Understanding of government processes, policies, and regulations relating to international education.
- Experience managing external service providers and project budgets.

Personal Attributes

- A proactive, self-motivated “start–finisher” who takes ownership and delivers outcomes.
- Strategic thinker who can also operate effectively at a hands-on level.
- Highly organised with strong attention to detail and a focus on continuous improvement.
- Demonstrates sound judgement, discretion, and professionalism in handling confidential or sensitive matters.
- Collaborative and approachable, building strong and trusted relationships across all levels.
- Adaptable and calm under pressure, with the ability to manage competing priorities and deadlines.
- Good communicator who engages positively and constructively with stakeholders.
- Curious and forward-thinking, with a mindset for innovation, learning, and technology adoption.
- Values-driven, aligned with StudyAdelaide’s purpose and commitment to international student experience and wellbeing.

Other

- Some out-of-hours work may be required in the position
- A current Working with Children Check is required.