About MACS

Melbourne Archdiocese Catholic Schools Ltd (MACS) aims to deliver an outstanding Catholic education that equips young people with the knowledge, skills, and optimism to go forward, live meaningful lives, and to enrich the world around them. MACS, the largest Catholic school employer in Australia, owns and operates approximately 300 Catholic schools in the Archdiocese of Melbourne, and is supported by a central enterprise function, of over 600 staff members.

The MACS Strategic Plan (MACS 2030: Forming lives to enrich the world) presents a challenging and inspiring vision of the educational experience that MACS seeks to provide for students in MACS schools. MACS’s Strategic Plan outlines the vision, the mission of Catholic schools in the Archdiocese, and the major objectives for MACS over the months and years ahead. Our organisational values of Integrity, Respect and Excellence require a commitment from all MACS employees to contribute to ensuring we uphold and support the objectives of the organisation.

About the team and role

We are searching for a Legal Operations Manager to join our Governance, Legal, and Compliance directorate, which encompasses Legal and Professional Standards, Legal MACS Corporate, Information Management, Compliance, and Child Safety. As the Legal Operations Manager, your primary responsibility will be to support the directorate by driving strategic initiatives, standardise processes, implement cost controls, and develop strategies to improve in-house efficiencies with a focus on leveraging technology to deliver on these objectives. Additionally, you will establish metrics to monitor performance and progress in alignment with the directorate’s growth objectives.

To excel in this role, you must approach the delivery of directorate services with an innovative mindset and embrace various delivery models to enhance efficiency. A key focus of the role will be to integrate suitable technology that drives efficiency and delivers value to both the directorate and the broader MACS organisation. Strategic planning, financial management, project management, and technology optimisation will be essential components of your responsibilities.

The ideal candidate will thrive in a proactive problem-solving culture and possess strong leadership qualities, resourcefulness, self-motivation, and the ability to anticipate needs and demands. We seek an individual who can provide logical, innovative, and creative solutions to support our objectives and the MACS vision.

<table>
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<tr>
<th>Position Title</th>
<th>Legal Operations Manager</th>
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<tbody>
<tr>
<td>Reports To</td>
<td>General Manager - Legal, MACS Corporate</td>
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<tr>
<td>Directorate</td>
<td>General Counsel and Company Secretary</td>
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<tr>
<td>Direct Reports</td>
<td>N/A</td>
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Key responsibilities of the role

Legal Information Technology roadmap

- Drive the development and implementation of a digital roadmap for the directorate to drive the effectiveness of technology solutions including e-billing, document and matter management, e-discovery and business process management.
Financial Management

- Lead departmental budget oversight by managing and tracking invoicing by third party suppliers, budget forecasting, budget-to-actual variance analysis, accruals, strategic planning and reporting on costs and trends.

Vendor Management

- Work with team members to coordinate and establish third party service provider panels for use by the directorate, working closely with the procurement team and other relevant stakeholders.
- Manage those panels on an ongoing basis including oversight of cost and performance related KPIs and cost efficient billing solutions.

Workflow simplification and process improvements

- Partner with Directorate leaders in each practice area to understand processes/workflows and develop recommendations for improvement.
- Coordinate and manage the intake of new matters including ongoing tracking of matter status.
- Identifying opportunities to improve processes and realise efficiencies in the directorate’s policies and procedures.

IT Systems and Technology

- In collaboration with relevant subject matter experts, lead development of training resources, guidance materials and other materials for use by the MACS organisation, this includes maintaining and enhancing the department’s intranet page to increase utilisation and maximise value.
- Assist with evaluation of existing technologies and underlying process requirements to assess future needs and make recommendations for changes to existing systems or other uses of technology to improve Directorate operations.

Metrics and Reporting

- Develop and implement appropriate reporting, metrics and benchmarking through data analytics to measure performance both within and outside the department.
- Support Directorate leaders in each practice area to develop and enhance metrics and produce agreed reporting as required by organisational cadence of Board and Board Committee meetings and other external regulatory requirements.

Additional Support

- Contribute to and prepare administrative aspects of quarterly and annual planning, operational objectives and budget initiatives.
- Coordination of professional development requirements for the directorate.
- Coordinate and support SMEs to develop training modules on subjects relevant to the directorate for the entire MACS organisation.
- Support for various Directorate activities and special projects such as Directorate offsites/retreats.
- Perform other duties as assigned within your scope of practice/work.

Key Selection Criteria

- Demonstrated ability to independently move projects forward by gaining support from others and to work collaboratively with cross functional groups to set objectives, drive progress and product meaningful result.
- Experience in change management, project management and system implementation including identifying opportunities to develop new programs and improve current ones.
- Proven ability to influence senior stakeholders to meet deadlines and make decisions.
- Ability to build and maintain outstanding stakeholder relationships both internally and externally at any level of the organisation.
• Strong capacity to establish and maintain positive working relationships within a team environment, and with stakeholders across levels both within and external to MACS. Ability to develop rapport and identify stakeholder interests to successfully navigate relationships.

• Consistent adherence to maintaining high-level confidentiality and appropriately handling sensitive data. Good awareness of privacy obligations, policy and procedure.

• Strong written and oral communication skills including demonstrated capability to communicate effectively with an executive audience while maintaining a high level of confidentiality.

• Ability to navigate conflicting demands and priorities with the capacity to self-direct and be responsive to supervision and general direction when it is required.

• High level knowledge and skills in working with relevant software packages, especially within the Microsoft Office package.

• Ability to work well autonomously as well as within a team environment.

Skills, qualifications and pre-requisites to undertake the role

<table>
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<tr>
<th>Qualifications</th>
<th>Tertiary studies in a relevant field or work experience in strategy, legal operations or as a senior paralegal as a minimum.</th>
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</table>
| Required skills | • Experience in change management, project management and system implementation.  
• Exceptional communication, both written and verbal, with strong emotional intelligence and ability to deal with stakeholders at all levels.  
• An ability to pre-empt issues or problems and drive initiatives independently.  
• Great work ethic with a strong desire to grow and develop your skill set in an organisation that’s in a truly exciting growth phase. |
| Organisational values | A commitment to the organisational mission, vision and values of Integrity, Respect and Excellence and to the ethos, values and mission of Catholic education including alignment with MACS’s Child Safety standards. |
| Other requirements | 1. An understanding of, and a commitment to, the safety, wellbeing and protection of children. Therefore, you must:  
   a. Hold and maintain a current Victorian Working with Children Check or be eligible to receive same upon joining the organisation; or  
   b. Provide evidence, and continued maintenance, of a full and current Victorian Institute of Teaching (VIT) registration.  
2. Undergo and receive a clear National Criminal History Check (NCHC) upon employment and during the course of your employment with MACS. All employees are required not to have been charged with, nor found guilty of, any offence which would be incompatible with employment with MACS.  
3. Take reasonable care for your health and safety in the workplace and for the health and safety of others who may be affected by your actions. |