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29th January 2025

To whom it may concern,

I am especially interested in the Operations Manager position advertised with your company.

With over ten years I have been working in the Vocational Education and Training industry, however this has included the areas of Business, Training & Assessment, Individual Support and Leadership & Management.

Over the last 7 years, I have worked as part of a leadership team working in diverse roles including Operation Manager.

My experience includes working and managing in the areas of:

- Continuous improvement monitoring – This has included internal organisation requirements as well as legislative requirements.
- Client experiences management including feedback reviews.
- Customer relations including complaint handling.
- Staff recruit, onboarding and reviews.
- Training and professional development.
- Operational compliance including internal audits, policy and procedure development.
- Organisational compliance including WHS, HR, licencing.
- Domestic and International employee management allowing me to work with people from diverse backgrounds and locations.
- Yearly strategic planning and review.
- Budget development and reviews.
- General day to day operations of a business.
- Government agency relationship building and maintain relationship
- External stakeholder engagement and partnerships.

I have worked for an organisation where members of staff and clients who are located in a variety of locations even countries. This includes monitoring of operations and completion of duties for each site.

I have a working knowledge of the NDIS Commission/NDIS/NDIA system, the 3 main support budgets, worker screening and NDIS quality audits.

I have experience in the following systems:

Microsoft Suite
Zendesk
Asana
Zoho
NDIS Worker Screening Portal

I have completed the following qualifications:

Certificate IV in Workplace Health and Safety (Current Studies)

Bachelor of Adult and Applied Learning

TAE40116 Certificate IV in Training and Assessment

TAE50116 Diploma of Vocational Education and Training

TAE50216 Diploma of Training Design and Development

BSB40420 Certificate IV in Human Resource Management

BSB40120 Certificate IV in Business

BSB42015 Certificate IV in Leadership and Management

BSB50420 Diploma of Leadership and Management

BSB50120 Diploma of Business

BSB50920 Diploma of Quality Auditing.

CHC33015 Certificate III in Individual Support

CHC43015 Certificate IV in Disability

I have a current open driver's licence with a clean driving record.

I am able to travel where and when required (if needed).

I have a current NDIS workers Screening Card (expiry 12/10/2027)

I have completed the below NDIS modules:

Worker Orientation Module – 'Quality, Safety and You'

Supporting Effective Communication

Supporting Safe and Enjoyable Meals

I believe that the breadth of knowledge I have within diverse industries allows for a good fit in the Operations Manager due to the broad skills base that I have acquired.

Enclosed is my resume for your review. I look forward to the opportunity of meeting with you to discuss this position further.

Yours sincerely,

Michael Griffiths