

Corporate Services Manager

Responsible to:	Chief Executive Officer
Responsible for:	Management of the corporate services functions across the Riverwood Community Centre
Direct Reports:	Senior Accounts Officer Transport Team Leader
Award:	Social, Community, Home Care and Disability Services Industry Award (SCHCADS Award)

Aim of the position

Effectively and efficiently deliver corporate support for RCC, including financial, asset and facility management, human resources, work health and safety, information technology, quality assurance, marketing and administrative services.

Key Responsibilities

- Contribute to the planning, management and review of the Centre's operations, and provide high level corporate services advice to the CEO and Board.
- Develop, manage and review the Centre's annual budget, maintain effective financial systems and ensure compliance with audit requirements.
- Manage the Centre's assets, including the vehicle fleet and building facilities, to ensure their efficient and effective use.
- Manage the Centre's Human Resources, Work Health and Safety, Information Technology and administrative support programs.
- Ensure effective corporate services support for the delivery of the Centre's programs, including compliance with quality assurance requirements.
- Maintain ethical work practices and respect for staff, volunteers and clients, and the cultural diversity of the workplace.
- Make decisions within the corporate services area in line with Centre policies and within agreed delegations.
- Lead a small team of corporate services staff.

Objectives:

- Deliver effective and efficient corporate services to the Centre.
- Build a strong integrated team approach to the Centre's operations and service delivery.
- Provide leadership for, and facilitate development of, the Centre as a member of the management team.
- Promote a culture of continuous improvement and ensure consistency across the organisation in the development of quality systems and compliance with WHS requirements.

FINANCIAL AND ASSET MANAGEMENT

- Ensure the Centre meets its statutory financial obligations.
- Ensure budgetary controls are in place and regularly review program financial outcomes with Managers.
- Provide assistance and input in the preparation of funding applications and tenders, programs and projects.

- Manage the Centre's assets, including fleet management, facility management, leasing agreements, hiring practices, etc.
- Manage the auspicing arrangements that the Centre may enter into with unincorporated voluntary community groups.

HR/PEOPLE MANAGEMENT

- Manage and redevelop as necessary the Centre's practices for the recruitment, induction, supervision and appraisal of staff. Provide advice to Managers and staff on HR issues as required.
- Manage and redevelop as necessary the Centre's staff training and development framework, and monitor participation in courses and programs.
- Ensure compliance with WHS regulations and safe work practices in the Centre.
- Manage, supervise, and develop the corporate services staff team.

ORGANISATIONAL MANAGEMENT

- Manage and redevelop as required the Centre's core administrative systems, including maintaining policies, procedures and systems, that meet Quality Assurance requirements.
- Ensure a coordinated approach to all external PR and marketing material and activities including social media.
- Contribute to the strategic directions of the Centre and oversee the implementation of the Strategic Plan.
- Maintain and reinforce across the Centre ethical work practices and contribute to the maintenance of a workplace that values respect for people and cultural diversity.
- Manage organisational requirements relating to the Centre's registration and constitution, including maintaining membership lists, the currency of records with ASIC and ACNC, and meeting obligations for general meetings.
- Manage the relationship with the Centre's information technology support service, and respond to information technology

ESSENTIAL CRITERIA

- Relevant financial management qualifications and extensive financial management experience.
- Demonstrated human resource and asset management skills and experience.
- Excellent leadership skills
- High level written and oral communication skills.
- Working knowledge of WHS legislation and requirements
- Well-developed skills and experience in stakeholder engagement including internal consulting functions

DESIRABLE CRITERIA

- Knowledge/experience in working for not for profit organisations
- Knowledge of Company Limited by Guarantee regulations and requirements
- Knowledge of and experience in Quality Assurance and accreditation processes
- Business development experience

BACKGROUND CHECKS

Working With Children Check – Yes

Police Criminal History Check – Yes

Date of Job Description: November 2018

Next Review Date: November 2019

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