

**Position Description**

**Corporate Services Manager**

**Reports To:** CEO

**Location:** Darwin, Northern Territory

**Program/s:** All programs

**Remuneration:** *Base Salary:* circa $100,000

*Attractive salary sacrificing opportunities*

 *Superannuation:* 9.50%

 *Annual Leave:* 5 weeks per annum

 *Personal Leave:* 10 days per annum

**Award:** Labour Market Assistance Industry Award 2010

**Position Context**

|  |
| --- |
| The Corporate Services Manager position is a multitasking role operating in a team environment. The Corporate Services Manager is a key member of Ironbark’s Senior Management Team, reporting to the CEO. The specific focus of this role is to oversees Ironbark's Finance, Human Resources functions and policy; develop, implement and manage Ironbark’s human resources, business, Financial and risk management systems to meet corporate objectives and reporting requirements. The Corporate Services Manager, works closely with the CEO, also in the areas of strategic corporate and HR planning and advice, business modelling, statistical analysis and forecasting, financial planning and reporting, commercial operations, IT planning and implementation and business administration activities. The Corporate Services Manager will manage the preparation and enhancement of both external and internal financial reports, budget submissions and administrative reports with the aim of improving Ironbark’s HR, financial, and commercial performance. The role involves management of the Ironbark’s Finance, human resources, business, and risk management systems in relation to: * Human Resources strategy, planning and implementation
* Corporate and Strategic Planning
* Financial Planning and Reporting
* Commercial Operations and Administration
* Facilities and Assets
* Oversight of Information Technology (provided by an external supplier)
 |

**About the Organisation**

Ironbark Aboriginal Corporation is a not-for-profit corporation registered under the CATSI Act 2006.

The organisation was established in June 2000 following extensive consultations with the Indigenous community in the Darwin region. From these discussions, a unique governance model was developed with representation and participation based on regional community organisations rather than individual members.

Ironbark Aboriginal Corporation is in an exciting growth phase, focusing on continuous improvement in its role as a major service provider to the region for community and employment services. The organisation successfully develops and delivers community and economic services to urban, regional and remote Indigenous communities in the greater Darwin region.

**Key Responsibility Areas**

***KRA 1 – You Manage Human Resources***

|  |  |
| --- | --- |
| Key Responsibilities | Indicator |
|

|  |
| --- |
| 1. Maintain Ironbark's HR policy and staff employment contracts and oversee their effective implementation and revision as required
2. Provide advice on HR management, policy development and implementation to the Senior Management Team
3. Supervise the Senior Finance Officer & 2 Corporate Services Officers in personnel administration requirements including payroll, salary packaging, Work Cover and superannuation
4. Provide guidance, performance feedback and facilitate professional development opportunities for staff generally
5. Ensure Compliance with Ironbark’s Performance management system and report regularly to the CEO and Senior Management Team
 |

 | * Policy or contract breaches are identified and managed appropriately
* Guidance and advice is provided to the Senior Management Team
* HR risks have effective management and minimisation strategies in place
* Staffing allocation falls within in approved budgets
* Payroll and the payment of employee entitlements are managed efficiently
* Annual organisational professional development strategies are developed
* Changes to HR principles/legislation are reflected in Ironbark’s HR policies and procedures.
 |

***KRA 2 – Strategic and Corporate Planning***

|  |  |
| --- | --- |
| Key Responsibilities | Indicator |
|

|  |
| --- |
| 1. Work with the CEO and Senior Management Team in strategic and corporate planning to achieve organisational objectives
2. Undertake business modelling, statistical/trend analysis and forecasting for Ironbark’s core activities
3. Drive the review and update of the Risk Management Framework and Key Strategic Risks as part of the annual and long-term strategic planning processes of Ironbark
4. Monitor and report on organisational progress against strategic and corporate objectives
5. Provide strategic advice on resource management
 |

 | * Active participation in annual business planning
* Efficient forecasting and modelling tools are developed as required to assist in planning activity
* Strategic risk register is developed with efficient management strategies in place for identified risk areas
* Organisational resources are allocated efficiently
 |

***KRA 3 – You Manage Financial Planning and Reporting***

|  |  |
| --- | --- |
| Key Responsibilities | Indicator |
|

|  |
| --- |
| 1. Work with the CEO, Senior Finance Officer and Senior Management Team in developing comprehensive budgets and forecasts to support Ironbark’s business planning processes
2. Develop annual and triennial financial budgets and monitor financial performance
3. Oversee the development and management of Ironbark’s investment portfolio in consultation with the CEO with the view to growth
4. Manage all financial aspects of capital programs and report to the CEO.
5. Manage daily, weekly and monthly cash-flow requirements to meet operational and capital requirements
6. Manage the preparation and distribution of monthly financial reports including detailed departmental job level forecasting to senior staff the CEO and prepare financials for Board Meetings
7. Prepare annual statutory financial statements to Financial Reporting Standards and co-ordinate all aspects of the annual audit
8. Identify and review emerging risks and financial and legal compliance
9. Prepare financial submissions and complete acquittals for government, philanthropic, corporate and private grants.
10. Manage and ensure compliance of GST, FBT and other statutory issues
11. Fulfil statutory requirements for reporting to CATSI and relevant government departments
12. Ongoing management of Ironbark’s accounting and reporting systems
13. Supervise the Senior Finance Officer & 2 Corporate Services Officers in financial processing, reconciliations and compilation of end-of-month reports in preparation for management reporting
 |

 | * Budgeting tools are developed ahead of annual strategic and budget planning
* Consolidated organisational budgets meet strategic goals and objectives
* Ironbark’s investment portfolio is efficiently managed with clear plans for growth against targets
* Produce effective financial reports for all business units within specified timeframes
* Organisational cash flow is planned and managed effectively
* Annual audits and other statutory requirements are completed within required timeframes
* Financial risk register is maintained with effective risk minimisation strategies
* Financial activity of the organisation is compliant with statutory requirements and internal policy.
* Financial management systems are effectively managed
* Effective leadership and efficient performance management strategies in place for the corporate services team.
 |

***KRA 4 – You oversee Information Technology***

|  |  |
| --- | --- |
| Key Responsibilities | Indicator |
| 1. Manage Ironbark’s information technology needs and manage our external IT consultants and contract for services
2. Provide advice on the maintenance and development of the IT and communications systems and implement establishment of appropriate IT and other communication systems and staff training.
3. Manage Ironbark’s software, data bases and website registrations and ensure data integrity
4. Maintain IT asset registers, coordinate refreshment of IT equipment and purchasing of new equipment and lease arrangements
 | 1. Contract deliverables are monitored with IT systems provider and issues swiftly resolved to Ironbark’s satisfaction
2. IT systems and equipment meet the needs of the business
3. The MAUS hub system is maintained effectively
4. IT asset registers are accurate to assist with planning and allocation of resources
 |

***KRA 5 – You Manage Commercial Operations Administration***

|  |  |
| --- | --- |
| Key Responsibilities | Indicator |
| 1. Contribute to the Ironbark’s organisational risk management strategy and implementation of risk management policy
2. Ensure policies, procedures and documentation relating to Ironbark’s operations are reviewed and appropriately maintained to meet legislative, industrial, human resource and business requirements
3. Provide advice on the core and commercial activities of Ironbark, including Aboriginal Bush Traders
4. Provide advice and develop framework for effective internal controls in cash and other assets
5. Oversee the Ironbark’s insurance policies and ensure adequate insurance cover is maintained
6. Review and develop effective administrative and office systems
 | * Organisation risk assessment and management strategies are up to date and stored appropriately
* Policies and procedures are reviewed at least annually (or as required by legislative changes)
* Contracts, funding acquittals and grants are effectively managed and reporting timelines met
* Effective systems in place for administrative compliance
* Cost effective insurance policies are maintained at all times
 |

***KRA 6 – You support our people and manage for performance***

|  |  |
| --- | --- |
| Key Responsibilities | Indicator |
| * 1. Support a culture of performance and cooperation, according to Ironbark’s Vision, and Code of Conduct.
	2. Ensure that all people consistently embrace and demonstrate a commitment to the principles and philosophy of Ironbark.
	3. Foster an environment of creating people capability and capacity.
 | * Consistent demonstration by staff of Ironbark’s values and a commitment to the principles and code of conduct at all times
* Positive and improving trends in timely and constructive performance management and conflict resolution processes
* Positive and improving trends in annual staff satisfaction surveys, appraisals, exit interviews and external benchmarks including staff retention
 |

***KRA7 – You contribute to business excellence and quality***

|  |  |
| --- | --- |
| Key Responsibilities | Indicator |
| * 1. Support the Senior Management Team with establishing and maintaining a quality assurance framework within ISO 9001: 2008
	2. Maintain a high level of understanding of, and compliance with, legislative requirements including Department contracts and funding deeds and relevant guidelines.
	3. Foster a culture of continuous improvement through effective staff engagement and education in compliance related matters.
	4. Participate in continuous improvement of the organisation, reviewing team performance, and identifying opportunities for improvement.
 | This accountability will be measured by (but not limited to):* Establishment of a quality assurance framework
* High level of understanding and compliance with Departmental Performance Management Frameworks
* Trending data of non-compliance identified through internal and external audits
* Contribution to the continuous improvement of the organisation
 |

***KRA 8 – You promote a culturally diverse environment and equal employment opportunities***

|  |  |
| --- | --- |
| Key Responsibilities | Indicator |
| * 1. Foster an environment of cultural diversity and equal employment through supporting staff engagement and education.
	2. Support the understanding of employee behaviour towards cultural awareness and the breaking down of cultural barriers with an emphasis on similarity and appreciation of cultural sensitivity and relevant differences.
	3. Promote staff attendance and support of cultural activities, such as NAIDOC week, Harmony Day and Reconciliation Action Week.
 | This accountability will be measured by (but not limited to):* High level understanding of Ironbark policies and procedures and full compliance with such at all times
* Culturally diverse workforce with high retention levels
* Results and trends of stakeholder surveys and/or feedback (client, community and staff)
 |

***KRA 9 – Manage workplace health and safety frameworks***

|  |  |
| --- | --- |
| Key Responsibilities | Indicator |
| 1. Develop and maintain Ironbark’s workplace health and safety systems and initiatives, ensuring compliance is upheld in all operations
 | This accountability will be measured by (but not limited to):* High level understanding of Ironbark policies and procedures and full compliance with such at all times
* Prompt hazard identification reporting and incident/accident notification to designated person accountable for WHS management
* Number of workers compensation claims and ‘lost time’ injuries within designated business unit/s
 |

**Selection Criteria**

|  |  |  |
| --- | --- | --- |
|  | Required | Desired |
| **Experience and Knowledge**  | Degree in accounting, business administration or commerce or extensive experience.Demonstrated knowledge of Human Resource legislation, principles and strategy backed up by qualifications and or experience.High level analytical and numeracy skills as well as written and verbal communication skills Demonstrated experience in negotiating and drafting strategic and business plans, commercial and employment contractsSound knowledge of management risk management principles, information systems, IT systems and network administrationWell-developed communication and interpersonal skills to liaise with Ironbark’s staff at all levels and external contacts such as government representatives, consultants, strategic partners and key organisational stakeholders.Well-developed organisational skills and proven ability to schedule and prioritise work to meet strict deadlines.Ability to work both independently and cooperatively with multiple stakeholders and with teams across the organisation.High level skills with the Microsoft suite of products is mandatory (particularly in Excel and Word)Current Drivers Licence (manual)Working With Children Check / National Police Clearance (or ability to obtain) | Experience in or understanding of employment and/or community service programsUnderstanding of business excellence, quality and service standards Knowledge and understanding of Aboriginal and Torres Strait Islander cultures and understanding of issues affecting Aboriginal and Torres Strait Islander people in contemporary Australian society |

|  |  |  |
| --- | --- | --- |
| **Values and Behaviours**  | An ability and willingness to behave and work in accordance with Ironbark valuesPersonal values including a commitment to a team-based approach to management, a commitment to social justice, cultural tolerance and ethical approaches to work Proven ability to build and maintain effective working relationships and teamwork with managers, peers, member organisations, government bodies and other external partiesTo be respected as a role model for and mentor to others in regard to maintaining a work culture of integrity and high professional standards Self-motivation and achievement orientation A flexible and energetic approach with a commitment to continuous improvement  |  |