



Staff position description

Corporate Services Manager

Position overview

Position title	Corporate Services Manager
Unit or program	Corporate Services
Position objective	To manage the Corporate Services unit (excluding HR and OHS) encompassing finance, ICT, risk management and insurance, and other business support activities to facilitate the achievement of organisational strategic business objectives, governance, accounting, legislative and business obligations. To provide key support to the Chief Executive Officer (CEO) on strategic and operational business direction.
Job Classification	Social, Community, Home Care and Disability Services Industry Award 2010, Level 7 Pay point depending on qualifications and experience
Location	Level 1, 116 Hardware Street, Melbourne VIC 3000
Reports to	CEO
Direct reports	Accountant Administration Officer OHS and Quality Coordinator Outsourced IT Provider

About VACRO

VACRO is a non-government, non-denominational organisation. It was founded in 1872 (as the Discharged Prisoners' Aid Society of Victoria) in the wake of the 1871 Royal Commission into Penal Establishments and Gaols which urged the establishment of a body to give assistance to discharged prisoners.

Vision	New beginnings, stronger communities.
Mission	To support new beginnings for clients of the correctional system and their families, and build safer and stronger communities.
Values	<ul style="list-style-type: none"> We show integrity in our relationship with each other, our clients and the broader community. We display respect by supporting our clients to achieve positive outcomes and lead meaningful lives. We work towards inclusion for all stakeholders in the development of our programs. We are adaptable to the conditions and opportunities that arise in our daily lives.

Key contacts (internal)
 CEO and Executive Team
 Board
 Finance and Risk Management Sub-Committee (FARM)
 Direct reports
 Budget Managers

Key contacts (external)
 Corrections Victoria and other funders
 Key service providers including auditors, insurance companies and car leasers

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VACRO staff

Position details

Key result area	Task	Performance indicator
Leadership	<ul style="list-style-type: none"> • As part of the Executive Team, provide advice and updates on financial, operational and governance issues. • Liaise with the CEO to develop, implement and monitor operational plans incorporating measures that deliver agreed strategic intents and KPIs. • Provide strategic and operational leadership and management to direct reports, to optimise productivity and create a professional, safe, collaborative and rewarding workplace. • Prepare and manage VACRO Board and FARM papers and provide secretariat support as required by the Board and FARM. • Provide or ensure the provision of monthly operational supervision, resourcing and support. • Provide ongoing coaching and feedback to direct reports on performance and undertake annual Performance Planning, Development and Review (PPDR) in collaboration with direct reports. • Create an environment that supports learning and improvement. • Contribute to a healthy and safe work environment. 	<ul style="list-style-type: none"> • Model behaviour that optimises productivity and promotes a professional, safe, collaborative and rewarding workplace. • Ensure compliance with legislative requirements, including risk management, and VACRO policies and procedures. • Provide documented, operational supervision to direct reports on a monthly basis. • Provide practical and timely coaching and feedback on financial practice to direct reports. • Undertake PPDR in line with the organisational framework. • Monitor agreed development activities to ensure they are implemented.
Business planning	<ul style="list-style-type: none"> • Manage, and contribute to, VACRO's annual operational planning process. • Advise the CEO and Board on short and long-term financial objectives, policies and actions. • Manage the process for the preparation of the budget and forecasts. • Develop financial and tax strategies. 	<ul style="list-style-type: none"> • VACRO's business excellence activities are substantially progressed. • Ensure VACRO retains its charity status.

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Finance	<ul style="list-style-type: none"> • Regularly report financial results to the Board and FARM. • Oversee the preparation of all financial reporting. • Prepare the annual financial statements and manage the annual external financial statements audit. • Manage the fortnightly payroll process. • Prepare annual Work Cover premium calculations. • Provide guidance to staff on salary packaging benefits and arrangements. • Manage VACRO's tax reporting and payment obligations in relation to GST, PAYG and FBT, and any other taxes. • Manage the asset register. • Manage banking arrangements. • Manage the investment of surplus funds as per the investment policy. • Manage VACRO's cash flow. • Prepare financials for tender submissions and funder acquittals. • Ensure Board is informed of any changes to the Charities legislation and manage ACNC, ATO and ASIC requirements with designated Board members. • Implement financial planning and develop internal control policies. • Maintain the integrity of VACRO's FMIS. • Maintain knowledge and ensure compliance of organisational policies and procedures and current accounting standards to establish and operate financial/accounting principles, policies, procedures and practices. • This role is the Chief Financial Officer (CFO) for the organisation. 	<ul style="list-style-type: none"> • Financial information is prepared in accordance with accounting standards and statutory requirements, as required by regulatory agencies and VACRO. • Compliance with requirements for taxes, insurance cover and claims is achieved. • Financial/accounting principles, policies, procedures and practices are in line with legal and corporate requirements. • Adherence to VACRO policies and procedures by staff for Finance, Payroll, IT, Risk, and Board related policies and procedures is ensured.
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ICT	<ul style="list-style-type: none"> • Manage the outsourced IT function. • In conjunction with the outsourced IT provider, develop and monitor the IT lifecycle program. • Develop, monitor and test the IT Disaster Recovery Plan. • Manage the telephone system and mobile phone fleet. 	<ul style="list-style-type: none"> • IT platform is stable, operational and efficient to deliver support to the VACRO workforce. • VACRO staff are satisfied with the performance of the IT helpdesk.
Business operations	<ul style="list-style-type: none"> • Manage office equipment and supply contracts and leases. • Manage the motor vehicle fleet. • Maintain VACRO's building at Level 1, 116 Hardware St including managing the relationship with the body corporate and any tenants. • Oversee the provision of administrative support to the VACRO workforce through reception, document management and streamlined administrative systems. • Oversee the Quality framework and compliance with the framework. • Manage small projects in line with funder requirements, legislation and policies, procedures and governance practices. 	<ul style="list-style-type: none"> • VACRO's financial and non-financial business support activities are maintained at an appropriate level to meet operational, legislative, governance and risk management requirements.
Risk management	<ul style="list-style-type: none"> • Manage the risk management function. • Manage systems to ensure the security of premises, systems and assets. • Ensure effective controls are in place to detect unauthorised use of VACRO funds and assets. • Ensure compliance with the Fundraising Act and Consumer Affairs registration. • Manage the insurance policies. 	<ul style="list-style-type: none"> • Premises, systems and funds are securely maintained. • The risk process is managed in compliance with Australian standards, and stakeholder and insurer expectations. • Compliance with the Fundraising Act and Consumer Affairs registration is achieved.

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Expectations of all VACRO staff

- Uphold VACRO's Vision, Mission, Values and Code of Conduct.
- Comply with legislative requirements relating to this position, including taking all reasonable care of your own safety and that of others in the workplace; contributing to the improvement of health and safety within the workplace; and complying with VACRO procedures and practices which support occupational health and safety.
- Provide safe and quality services as a priority, for which you are responsible, accountable and supported by Board and management.
- Operate within VACRO's formal delegations framework and in accordance with its policies and procedures.
- Participate in continuous quality improvement (CQI) activities, including identifying opportunities and making improvements to systems, processes and programs.
- Participate in VACRO meetings, regular supervision and professional development.
- Represent and enhance VACRO's profile at stakeholder and network meetings, as designated by your Manager.
- Demonstrate commitment to social justice outcomes and help protect the rights of people impacted by the criminal justice system, and their families.

Key capabilities

Knowledge

- Tertiary qualification in Accounting or Business Administration with CPA/CA designation.

Experience

- A minimum of 5 years' experience in successfully leading, motivating and supporting a multi-disciplinary team including Finance, ICT and Administration.
- Demonstrated experience in creating and managing budgets, tracking organisational performance against budget, government funding management and finance business partnering.
- Proven experience and capacity to contribute to organisational strategic planning, work collaboratively with Executive colleagues, and support strong and effective Executive decision-making.

Skills

- Confidence to present financial information and mentor senior management and Board.
- Proven ability to manage the processes for budgeting and forecasting, preparing finance reports and managing payroll.
- Strong FMIS skills, preferably with Xero.
- Highly developed interpersonal, conflict resolution and problem solving skills to resolve organisational issues, and develop and manage positive stakeholder relationships.
- Well-developed written and verbal communication skills.
- Strong skills in the MS Office suite of applications, particularly Excel. Power Query and Power Pivot skills would be desirable.

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Behaviours and personal attributes

- A strategic thinker who can drive structural and behavioural change within business operations.
- Ability to engage and motivate staff to deliver on business goals.
- Committed to the principles of continuous improvement, risk management and quality management.
- Demonstrate a capacity for innovative thought and action.
- Good time management, ability to manage competing demands and a flexible manner.
- Have an attention to detail to ascertain the needs of the business with complex and diverse requirements.
- Highly motivated with an ability to work independently to carry tasks to completion without supervision.
- Ability to manage a secure work environment with a high level of confidentiality.
- Motivated to work in the not-for-profit sector.
- Willing to undertake a range of responsibilities including finance and administrative tasks.

Mandatory requirements

- Verification of personal identity, employment history and qualifications.
- Satisfactory National Police Check.

Incumbent declaration

I have read this Position Description and agree to undertake the duties and responsibilities listed above. I acknowledge that:

- The Position Description is an indication of the duties and responsibilities that I am required to undertake. Additional or other duties and responsibilities may be allocated to me, in discussion with my Manager.
- Where training and support are required to fulfil these duties, or additional or other duties at a similar level of responsibility, these will be provided within the guidelines of the organisation.
- The Position Description will be reviewed regularly in consultation with me.
- The Performance Indicators, where included in this document, are indicative. Performance Indicators will be set by my immediate supervisor in discussion with me, for each year (or another period) and my performance reviewed against those Performance Indicators.

Name of Position incumbent

Date

Signature