



POSITION DESCRIPTION

POSITION DETAILS

Title	Director of Corporate Performance
Position Number	PD004
FTE & Duration	Full time ongoing
Classification	Executive Contract
Qualification	A tertiary qualification in Business Management, or substantial experience in a senior management role in a relevant setting
Reports to	Chief Executive Officer
Direct Reports	Manager Corporate Services Manager Incident Response & Investigation Manager People & Culture
Location	Mildura
Approved By	CEO

ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families, and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach. MASP is inclusive of all genders, sexualities, ethnicities, abilities, backgrounds and religions.

We seek to be the benchmark organisation by which others model themselves.

Further details about MASP can be found on MASP's website www.masp.org.au

ABOUT US

Purpose: To empower our community to be free from homelessness, abuse, poverty, and disadvantage.

Vision: Thriving Mallee communities, with individuals and families equipped to lead safe, secure, healthy, and fulfilling lives.

OUR VALUES

CONNECTED: We nurture trusting, collaborative, and inclusive relationships.

ACCOUNTABLE: We employ authentic, competent, evidence-based practice.

RESPONSIVE: We demonstrate kind, flexible, timely, and personalised care.

EMPOWERING: We cultivate a strengths-based and enabling environment.

SAFE: We embrace a culturally safe, trauma informed, and dependable ethos.

POSITION OVERVIEW

Reporting directly to the CEO, the Director of Corporate Performance is a key member of the Executive Leadership Team, providing strategic oversight for a broad portfolio including Corporate Services, Incident Response & Investigations, and People & Culture.

We're seeking a strategic and innovative leader to ensure these functions operate efficiently and effectively, while aligning with MASP's purpose, vision and values and enhancing organisational culture.

KEY RESULT AREAS

The Director of Corporate Performance is responsible for the following Key Result Areas:

SAFETY – Proactively demonstrate a commitment to WHS, putting the safety of your team, co-workers, visitors, clients, and yourself first every time.

PEOPLE – As a leader, contribute to the success of MASP through facilitating collaboration, high performance and working with respect.

FINANCIAL – Manage budgets, contracted providers and negotiate budgets and resources consistent with strategic plans and goals.

STRATEGIC – Assist the Chief Executive Officer in developing and attaining the strategic objectives of MASP.

OPERATIONAL – Lead and manage a multi-disciplinary team responsible for customer-focused Corporate Services, people matters and statutory investigations that enable MASP to meet its objectives.

CONTINUOUS IMPROVEMENT – Foster, implement and demonstrate a commitment to continuous improvement within the Corporate Performance team and across MASP.

KEY PERFORMANCE INDICATORS

Some of the Key Performance indicators for success in this role are:

1. Provide direction and support across key corporate functions, ensuring alignment with business objectives.
2. Lead the development of policies, procedures and systems to reflect a contemporary, agile and innovative corporate environment, ensuring legislative compliance.
3. Collaborate closely with the executive and Board to ensure strong governance and compliance.
4. Assist in the development of funding submissions that align to the strategic direction of the organisation.
5. Oversee teams delivering a mix of non-client and client-related services, including Corporate Services, Incident Response & Investigations, and People & Culture to ensure strong customer service is provided.
6. Develop and implement HR and other business strategies aligned with the strategic goals and overall business strategy of MASP.
7. Nurture and embed a positive culture amongst staff in collaboration with managers.
8. Provide relevant information and support for the preparation of financial reports and budgets.
9. Provide detailed reporting and analysis to the CEO on key areas of MASP operations to inform operational and commercial decisions that enhance the sustainability of the organisation.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for **all** aspects of service delivery.

KEY SELECTION CRITERIA

Essential role-specific skills, knowledge and experience

1. A tertiary qualification in Business Management or a similar discipline, and/or substantial experience in senior management roles in a relevant setting
2. Demonstrated high level ability to analyse and conceptualise problems, formulate and execute appropriate solutions and negotiate successful outcomes in an innovative and resourceful manner
3. Excellent interpersonal abilities including active listening, negotiation, and presentation skills
4. Ability to think strategically, while remaining hands-on and adaptable to operational needs.
5. Experience managing relationships with both internal and external stakeholders to ensure the smooth and effective delivery of services
6. Significant experience in providing leadership to a complex multi-disciplinary organisation in a climate of continuing change, with demonstrated success in increasing the effectiveness and accountability of the organisation
7. High-level data analysis and report writing skills
8. Capacity to engage in critical analysis, shaping strategic business and financial thinking within a complex organisation while promoting a continual improvement culture.

Highly desirable role-specific skills, knowledge and experience

9. Management experience in a not for profit / charitable organisation.

CHILD SAFE STANDARDS

MASP is committed to providing a child safe environment. We demonstrate this by:

- Having zero tolerance for child abuse
- Actively working to listen to empower children
- Having systems in place to protect children from abuse
- Taking all child abuse allegations and concerns very seriously and responding to them consistently in line with our policies and procedures
- Promoting safety for Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and providing a safe environment for children with a disability.

OTHER REQUIREMENTS

All employment is in accordance with Mallee Accommodation & Support Program Ltd's most current Enterprise Agreement and the Social, Community, Home Care and Disability Services Industry Award 2010.

Employees must comply with MASP Policies and Procedures.

Employment with MASP is contingent upon all employees holding the following at the time of commencement:

- Satisfactory Police Check
- Satisfactory Working with Children Check
- Satisfactory NDIS Worker Screening Clearance
- Driver Licence

It is the responsibility of the employee to maintain these checks for the duration of their employment and to the satisfaction of MASP.

Depending upon the role, employment with MASP may also be contingent upon the employee holding the following at the time of commencement:

- Satisfactory completion of a Fit for Work Assessment

New employees are subject to a satisfactory six-month probationary period.

As a condition of appointment to this position, the appointee must disclose any pre-existing illnesses or injuries which may prevent them from carrying out the duties of their position.