



POSITION DESCRIPTION

POSITION DETAILS

Title	Manager Corporate Services
Position Number	PD073
FTE & Duration	Full time ongoing
Classification	Level 8
Qualification	A tertiary qualification in Business Management or a similar discipline, and/or experience in a similar role
Reports to	Director of Corporate Services
Location	118-124 Pine Avenue, 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.

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

As the Manager Corporate Services, you will play a pivotal role in leading a small but dynamic multi-disciplinary team. Your primary responsibility will be to oversee the organisational critical back of house functions with a strong focus on continuous improvement and working towards the organisation's strategic goals.

Maintaining strong relationships with partners and stakeholders will be central to your role, fostering collaboration and promoting a positive organisational image. You will lead internal and external communication strategies, ensuring a cohesive and impactful message. Lastly, your analytical skills will be crucial as you provide detailed reporting and analysis to the Executive Team, offering insights into key areas of responsibility, ultimately contributing to informed decision-making.

This multifaceted position requires excellent leadership skills, and a commitment to achieving organisational objectives.

KEY RESULT AREAS

The Manager Corporate Services 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 – Provide high quality leadership and management to the Corporate Services Team and contribute to the overall success of MASP through facilitating collaboration, high performance and working with respect.

FINANCIAL – Support the function of robust financial and corporate management systems to increase organisational efficiency, accountability, transparency, and sustainable decision-making.

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

CLIENTS – Work within a client centred environment, ensuring a respectful and informative service is provided to tenants, clients and visitors.

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

KEY PERFORMANCE INDICATORS

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

1. Lead, manage, and develop the Corporate Services Team ensuring smooth business operations, the provision of accurate and timely information and high-quality administrative services to both internal and external customers.
2. Lead MASP's internal and external communications operations and campaigns.

3. Oversee the management of MASP's asset and property portfolio including office buildings, social housing and vehicle fleet.
4. Oversee the organisation's critical information technology (IT) requirements including liaison with outsourced IT provider, cyber security requirements, future IT strategy development and key software systems required for the effective operations of MASP.
5. Maintain relationships with key suppliers and partners crucial to maintaining MASP operations.
6. Provide relevant information and support for the preparation of financial reports and budgets.
7. Collaborate with other managers to develop and implement streamlined, efficient, and consistent approaches to MASP operations across all functional areas and locations through the design, creation and implementation of innovative and detailed policies, procedures, and processes.

Some out of hours / weekend work may be required.

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 experience in leadership roles in a relevant setting.
2. Demonstrable high-level leadership skills and experience including the ability to build and effectively manage relationships at all levels both within and outside the organisation.
3. Excellent interpersonal abilities include active listening, negotiation, and presentation skills.
4. Considerable experience in the developing and delivering outstanding corporate services including alignment with the overarching strategic direction of the organisation.
5. Experience leading quality improvement and process enhancement in multi-functional organisations.
6. Demonstrated experience providing training, mentoring, and support to operational staff in relation to policies, procedures and process improvement
7. High-level data analysis and report writing skills.

Highly desirable role-specific skills, knowledge and experience

8. Leadership 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.