

Corporate Services Director

As the Corporate Services Director, you will provide strategic leadership and operational oversight for key support functions across the organisation, including Finance & Audit, Information Technology (IT), Procurement, and General Administration. This role plays a critical part in ensuring the organisation's internal operations are efficient, compliant, and aligned with strategic goals.

As a member of the leadership team, you will work collaboratively with your peers to drive organisational performance, foster innovation, and optimise resources across departments.

In addition to overseeing key support functions, you will lead and mentor a high-performing team, ensuring that all functions are aligned and working towards shared goals. You will play a central role in the organisation's performance rhythm, supporting the implementation of the strategic business plan, maximising financial performance, and managing risks—particularly related to IT strategy and digital transformation initiatives—to ensure continued growth and success.

I am a member of:	Leadership Team	My role is based in:	Sydney, Australia
I report to:	Chief Executive Officer	My role is classified:	Above Award

I am committed to:

- The mission of Caritas Australia in our quest to end poverty and injustice through the realisation of human dignity for all people and the sustainability of our planet.
- The Caritas Australia values of courage, compassion, partnership and stewardship which underpin our work and the promotion of the Catholic Social Teachings
- Our Code of Conduct which outlines the professional behaviour that is expected of me.
- The safeguarding of children and vulnerable adults in line with laws, standards and Caritas Australia's policies and procedures.
- Abiding by the organisational acceptable use of technology, ensuring ethical and legal use of these resources.
- The safety and security of myself and others.
- Abiding by all Caritas Australia's policies and processes.

In my role, my main duties & responsibilities are:

- Serve as a member of the leadership team, contributing to the organisation's strategic vision and driving operational efficiency across Finance, IT, Procurement, and Administration.
- Manage the organisation's financial operations, including budgeting, forecasting, reporting, and compliance, ensuring financial integrity and transparency.
- Lead internal and external audit processes, ensuring adherence to regulatory requirements and internal policies while addressing audit findings with corrective actions.
- Oversee the development and implementation of IT systems and strategies, ensuring that technology supports business needs, enhances security, and promotes innovation.
- Lead procurement functions, establishing cost-effective sourcing strategies, negotiating contracts, and maintaining strong supplier relationships to meet organisational requirements.

- Oversee general administrative functions, including office management, facilities, and operational support, ensuring an efficient, safe, and productive work environment.
- Identify and mitigate risks across Finance, IT, Procurement, and Administration, ensuring compliance with relevant laws, regulations, and internal policies.
- Drive continuous improvement initiatives across Finance, IT, Procurement, and Administration, identifying opportunities for operational efficiency and cost savings.
- Lead, mentor, and develop managers and teams across the department, fostering a culture of accountability, high performance, and professional growth.
- Collaborate with senior leaders across departments to align operational strategies and ensure that cross-functional goals are achieved effectively.
- Other duties as assigned.

As an employee, I am also responsible for:

- **Safeguarding:** ensuring that my team members understand their responsibilities in line with our organisational obligations, and that we implement our policy commitments.
- **Risk management:** reporting and managing financial, reputational and other risks.
- **Culture:** contributing to positive morale and a collaborative, transparent and accountable culture.
- **Engagement:** ensuring I actively participate in organisational events, training, initiatives and working groups. Motivate and encourage my team to engage in workplace initiatives.
- **Compliance:** ensuring our procedures and processes reflect best practice and are compliant with DFAT accreditation standards, ACFID Code of Conduct, CI Management Standards and other regulations.
- **Safety and security:** ensuring WHS obligations are met for my area of responsibility in line with the Safety and Security Policy.

As a member of the Leadership Team, I am responsible for:

- Exemplifying the highest standards of ethical practice and commitment to the Mission of Caritas Australia. While promoting and modelling positive workplace behaviour.
- Collaborating and fostering strong professional relationships with fellow leadership team members, including the CEO and other leaders.
- Lead, mentor, and develop department, fostering a culture of accountability, high performance, and professional growth, including succession planning.
- Creating a safe, inclusive and respectful work environment, fostering a culture of belonging.
- Applying and implementing all people policies and procedures. Actively engaging with the People Team when assistance is required.

As a Director, I have the following accountabilities:

- Oversee operations in Australia and other geographic region, by approving and executing strategies, structures and policies.
- Lead the implementation of the operational plan aligned with in country legislation and all aspects of safeguarding, risk management, safety and security, and best practices according to DFAT accreditation standards, ACFID Code of Conduct, CI Management Standards and other regulations.
- Own and approve the operational budget for your department, evaluating and designing proposals, models, and business plans, define financial objectives and strategic goals.
- Champion and lead the development of innovative initiatives that improve service quality and system efficiency, boosting the team's ability to effectively manage operations, partnerships,

and multiple stakeholders. Drive successful outcomes aligned with sector best practices and the agency's organisational goals and objectives.

- Oversee and lead the partnership and collaboration portfolio, including leading key discussions with external stakeholders including country partners, Caritas agencies, Church leaders, DFAT Posts, other agencies and the Australian sector.

For this role I need these skills and experience:

Qualifications:

- Tertiary qualifications, including CA/CPA, with a strong track record in financial management and operational leadership, particularly within the nonprofit sector.

Experience:

- Over 10 years of leadership experience across Finance, IT, Procurement, and Administration, with a proven ability to drive operational performance and strategic initiatives.
- Expertise in international finance, IFRS requirements, payroll systems, and demonstrated success in influencing process improvement, financial modelling, and adapting strategies to changing economic conditions.
- Proven experience in leading technology enhancements, including cybersecurity measures, disaster recovery planning, and process improvements across operations.
- Developing strategic initiatives, fostering key partnerships, and driving capital mobilisation to support organisational growth and success.

Skills:

- Extensive experience working with and reporting to Boards, alongside strong relationship management skills and the ability to collaborate with diverse local and international stakeholders.
- Exceptional commercial insight and strong business acumen.

In my role, I will interact primarily with:

- The Chief Executive Officer – to keep informed on work in progress, receive guidance and to escalate issues as required.
- Leadership Team colleagues – to collaborate and engage to ensure the achievement of organisational goals.
- Audit, Finance and Risk Subcommittee – to keep informed of any financial matters arising in the governance of the organisation.
- Internal and external stakeholders and partners – to implement service agreements and strengthen relationships.
- Direct teams – to provide formation, build engagement, develop their careers, mentor and coach.
- Colleagues within Caritas Australia – to ensure consistent messaging and approach by colleagues on issues related to strategy and organisational performance.
- Government and Non-Government agencies – to foster accountability and engage stakeholders on behalf of Caritas Australia.

For this role I am required to have:

- Working with Children check
- Police check(s)
- Counter terrorism check
- ASIC check

- Ongoing appointment to this position is dependent on successful completion of any other required background checks and maintaining the required health and vaccination status