

EMPLOYEE JOB DESCRIPTION

Corporate Services Manager

23 Callanan Road Yarrowonga NT 0830

Po Box 347 Palmerston NT 0831

Ph: 0889350100 | Fax: 0889350181

Email: Info@yillihousing.com.au

Web: yillihousing.com.au



This form should contain a list of the duties and responsibilities associated with the role of an employee. It can be updated to reflect the needs of the organisation, provided that all parties (the employee, his/ her supervisor and the CEO) agree and sign the new form.

JOB DESCRIPTION			
Job Title	Corporate Services Manager	Industrial Instrument	SCHADS Award, Level 7
Reports to	Chief Executive Officer	Direct Reports	Human Resources Officer Corporate Support Officer Administration Officer

OUR VISION

Thriving and empowered Aboriginal and Torres Strait Islander people and communities.

We aim for the time when all Aboriginal and Torres Strait Islander people and the communities in which they live are healthy, happy and thriving. They are fully self-determining with access to a full range of housing and lifestyle choices and opportunities and have the confidence, skills and capability to make the most of these opportunities.

OUR VALUES

We pride ourselves on the way we engage with our clients, communities, partners and each other. Our ways of working, our services and engagement is underpinned by our values and behaviours:

- **Heart and Passion**
- **Culture and Community**
- **Openness and Excellence**
- **Empowerment and Support**

POSITION OBJECTIVE AND RESPONSIBILITIES

The Corporate Services Manager is responsible for leading and strengthening the organisation's corporate systems, compliance functions, risk management, WHS, internal communications, and business support operations. The role provides oversight across human resources systems, contract management, corporate administration, and internal service functions to help ensure the organisation operates efficiently, meets its legal and funding obligations, and continues to improve its internal systems and practices.

Reporting to the CEO, the Corporate Services Manager plays a key leadership role in ensuring corporate services are well coordinated, fit for purpose, and aligned with organisational priorities, quality standards, and community expectations.

AREA	INDICATORS
Corporate Systems and Internal Operations	<ul style="list-style-type: none"> ▪ Oversee and support the Corporate Support Officer and Administrator in the coordination of IT, assets, fleet, administration, and other internal corporate operations. ▪ Ensure corporate systems, workflows, and business support functions operate effectively and support efficiency, compliance, and service delivery. ▪ Lead improvements to internal systems, tools, templates, and processes to better meet organisational needs. ▪ Delegate appropriate administrative, coordination, and monitoring tasks across the corporate services team.
Compliance, Risk and Contract Management	<ul style="list-style-type: none"> ▪ Lead and coordinate organisation-wide compliance systems and processes, including the effective use of Logiqc QMS. ▪ Maintain oversight of organisational compliance obligations across contracts, funding agreements, policy requirements, legal obligations, and quality standards. ▪ Maintain the corporate risk register and ensure regular monitoring, review, and reporting to the CEO. ▪ Take ownership of contract management processes related to compliance, including monitoring key deliverables, milestones, reporting obligations, and contract variations. ▪ Oversee preparation for audits, accreditation processes, regulatory reviews, and funding compliance requirements. Ensure contracts, policies, procedures, and related systems remain current and aligned with legislative, contractual, and organisational requirements.
Human Resources Oversight	<ul style="list-style-type: none"> ▪ Provide leadership, supervision, and support the Human Resources team. ▪ Oversee HR compliance with employment legislation, awards, contracts, and organisational policies. ▪ Ensure effective systems are in place for workforce planning, recruitment, onboarding, performance development, learning, and employee records. ▪ Monitor HR reporting and support continuous improvement in people and culture systems and practices.
Communications and Stakeholder Coordination	<ul style="list-style-type: none"> ▪ Oversee the development and coordination of organisation-wide communications aligned with the Strategic Plan and corporate identity. ▪ Support clear internal communication regarding systems, obligations, policy changes, and continuous improvement initiatives. ▪ Contribute to external reporting, submissions, and stakeholder communication where this relates to corporate services, compliance, WHS, or organisational accountability. ▪ Promote consistent and professional communication practices across corporate functions.
Strategic Alignment and Organisational Support	<ul style="list-style-type: none"> ▪ Work closely with the CEO to align corporate services, compliance systems, HR functions, WHS, and risk management with operational and strategic priorities. ▪ Provide regular advice and updates to the CEO on compliance, corporate services performance, risks, and improvement activities. ▪ Support program and corporate teams to meet organisational governance, compliance, and reporting responsibilities.

AREA	INDICATORS
Work Health and Safety	<ul style="list-style-type: none"> ▪ Oversee organisation-wide WHS systems, monitoring, and improvement processes. ▪ Support the implementation and review of WHS policies, procedures, registers, reporting, and corrective actions. ▪ Monitor WHS compliance obligations and support managers to meet their responsibilities for safe workplaces and safe systems of work. ▪ Contribute to a culture of safety, accountability, and continuous improvement across the organisation.
Quality Improvement	<ul style="list-style-type: none"> ▪ Identify gaps, risks, and improvement opportunities across governance, compliance, HR, WHS, communications, and internal operations. ▪ Oversee accreditation processes and Quality Improvement Plans. ▪ Lead and coordinate continuous improvement initiatives that strengthen systems, accountability, and organisational performance. ▪ Foster a culture of quality, collaboration, and internal accountability across the organisation.

SELECTION CRITERIA
ESSENTIAL
<ol style="list-style-type: none"> 1. Tertiary qualifications in business, human resources, management, compliance, or a related field (or equivalent experience). 2. Demonstrated experience in a leadership role with responsibility for corporate services, human resources, compliance, risk, WHS, or related business functions. 3. Strong written communication skills, including experience preparing reports, policies, procedures, submissions, and other organisational documents. 4. Experience managing and supporting cross-functional corporate or business support teams. 5. Demonstrated experience in developing, implementing, or monitoring compliance, quality, or business systems, preferably including systems such as Logiqc QMS. 6. High level of discretion, professionalism, and ability to manage sensitive organisational, employee, and operational information confidentially. 7. Strong organisational, leadership, and interpersonal skills, with the ability to coordinate competing priorities and work collaboratively across teams. 8. Demonstrated commitment to working in a way that aligns with the values, purpose, and community responsibilities of an Aboriginal community-controlled organisation.
DESIRABLE
<ol style="list-style-type: none"> 1. Experience in Aboriginal housing or the not-for-profit sector in the Northern Territory. 2. Identify as Aboriginal and/or Torres Strait Islander 3. Understanding of audit, risk, and HR compliance frameworks.

EMPLOYEE ACKNOWLEDGEMENT & AGREEMENT	<input type="checkbox"/> I have read, understood, and accept this position description as part of the terms and conditions of my employment with Yilli Rreung Housing Aboriginal Corporation. I understand that it provides a general outline of the role and may include other duties within my skills and experience to support the organisation's objectives.		
	NAME:	SIGNATURE:	DATE:
HUMAN RESOURCES/ MANAGER	<ol style="list-style-type: none"> 1. Give a signed copy to the employee; 2. Keep a copy in the employee's folder 		
	NAME:	SIGNATURE:	DATE:
CEO ACKNOWLEDGEMENT	NAME:	SIGNATURE:	DATE: