



Position Description

Job Title:	Director of Corporate Services
Department:	Executive
Manager:	Chief Executive Officer
Location:	UNSW Kensington Campus

PRIMARY OBJECTIVE

The Director Corporate Services is responsible for overseeing the organisations Finance and Human Resources departments and management of WHS, Risk, Business Continuity and Legal Services on behalf of the organisation. The position also supports the development and delivery of Arc's strategic plan, business development and maintains critical stakeholder relationships.

This role acts as a key member of the executive team, reporting to the Chief Executive Officer. The Director of Corporate Services will use their experience and expertise to drive efficiency, support and innovation within the reporting departments. Identifying and implementing strategic solutions to achieve both financial and operating efficiency, ensuring that Arc's mission of providing the best student experience and organisational values are embedded in all of our actions and supported within the culture of the organisation.

ORGANISATIONAL CONTEXT

Arc @ UNSW is a public company, limited by guarantee, governed by a Board of Directors of 15 people. Arc is a voluntary student membership organisation that provides recreational, cultural, representational and retail services to the students of the University of New South Wales (UNSW). The organisation operates commercial businesses to maintain financial viability and to provide student services and programs for members.

Arc @ UNSW directly employs approximately 60 staff on a permanent basis and approximately 100 casual employees. The organisation also utilises the time and resources of a large number of student

volunteers to administer programs and events. Day to day management of the organisation is performed by the CEO who reports to the Arc Board. The CEO is supported by an Executive team accountable for operations of the organisation.

REPORTING RELATIONSHIPS

Manager

Chief Executive Officer

Reporting to this position

Finance Manager

Human Resources Advisor

Payroll Officer

Additional positions within the department

Accounts Payable Coordinator

HR Intern

Finance Intern

POSITION DIMENSIONS

Hours: Occasional after hours work required.

Annual Budget: This position does have budgetary accountability

KEY TASKS & ACCOUNTABILITIES

- The management of the finance, HR, risk management, WHS and Legal Services;
- Lead and manage a diverse team, supporting and empowering them to reach their goals and work performance expectations;
- Apply and improve more efficient administration and operational systems, plans and processes where possible, to maintain accountability and support consistent operations and performance;
- Establish and foster strong relationships within the Corporate Services units, across the broader organisation and with key stakeholders across the wider UNSW campus;
- Foster a positive work culture that focus on providing responsive, high-quality services and support to the organisation;

- Consistently display exceptional levels of financial and commercial acumen including articulation of performance results at Board level;
- Evaluate performance by analysing and interpreting data and metrics and enabling the improvement of outcomes that underpin a framework of continuous improvement;
- Active involvement in the formulation and approval of strategic business plans alongside the identification and investigation of new opportunities;
- Negotiate, evaluate and manage commercial contracts including variation and termination, and liaise with appointed Arc legal counsel and external legal advisors;
- Manage Arc's relationship with external legal counsel.

Finance

- Leading the organisation's financial, reporting processes and providing operational and strategic oversight on all financial matters;
- Development and oversight of the financial health of the organisation, including management of the annual budgeting process and rolling financial forecasts, audit, identifying and highlighting key expenditure and revenue risks and opportunities;
- Provide key financial and commercial support to assess current and potential opportunities to develop and grow the organisation;
- Development, implementation and monitoring of effective financial systems, controls, policies and procedures and enhancement of financial reporting to key stakeholders;
- Ensure all internal financial controls for the Arc are in place and operating effectively.

Human Resources

- Promote a culture that reflects the organisation's values, encourages good performance, diversity and equal opportunity;
- Oversee the human resources action plans for: workforce planning, talent attraction and selection, diversity and inclusion, learning and development and employment relations;
- Measure and analyse results, providing regular reports to the Board of Directors;
- Manage and oversee human resources operations including payroll, productivity and quality of assistance;
- Implementation of strong HR processes including streamlining day to day operations and finding efficiencies through technology. Contract and vendor management;
- Ensure compliance of HR practices with relevant legislation and Arc Employee Collective Agreement. Review and improvement of workplace relations practices;

- Ensuring the safety and integrity of confidential information.

Risk Management

- Manage the Risk Management Framework and implementation, legislative and contractual compliance, proactively mitigating risk and building business continuity models;
- Ensure policies and procedures are implemented as per the Work Health and Safety Management Plan;
- Investigate workplace hazards and ensure corrective actions are implemented;
- Provide a consultative process for communication of WHS information allowing employee input into WHS issues;
- Ensure all individuals are appropriately trained in WHS, safe work procedures and risk assessment;
- Facilitate the preparation of safe work procedures across the organisation ensuring all tasks are conducted in a manner consistent with the safe work procedures;
- Provide advice and assistance on WHS issues within the unit and ensure workplace inspections are carried out as per schedule produced by the WHS Committee;
- Report WHS achievements and activities as required.

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

SELECTION CRITERIA

Essential

- A commitment towards the mission of Arc, 'providing the best student experience';
- Proven experience in a similar role or significant experience leading Finance, HR or multidisciplinary teams;
- A comprehensive understanding of Finance, HR, IR, Risk Management and WHS including regulatory compliance;
- Have a strong financial background in interpreting, analysing and presenting finance and related business information;
- Proven senior management experience including the ability to lead a multi-disciplinary team;
- Demonstrated understanding of financial and accounting standards including the preparation of statutory accounts, budgets, financial statements and auditing processes;
- Demonstrated administrative ability and initiative to design and implement innovative processes and business rules to achieve high level of operational management;

- Demonstrated ability and experience in developing, implementing and monitoring performance indicators, business improvement programs, and knowledge of quality management systems;
- Strong negotiation and conflict resolution skills demonstrated in a professional environment;
- Excellent people management skills, including providing staff support and development and ability to influence stakeholders;
- Proven track record of driving organisational results, developing people and implementing appropriate change programs that impact wellbeing, culture, performance, safety, diversity and compliance;
- Working knowledge of Australian employment and WHS laws, ER issues, contemporary HR trends and practices;
- Customer focus and evidence of ability to influence both internal and external stakeholders;
- Ability to work with multi-disciplinary teams and to interact successfully with students, Representative Council members, Arc Board, Arc staff and UNSW staff;
- Strong analytical skills to develop and implement options/strategies;
- Evidence of creativity and innovative problem-solving;
- Well developed written and verbal communication/presentation skills including Board reporting.

Desirable Criteria

- Experience within a Not-For-Profit or Tertiary environment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.