

General Manager Corporate Services

Division:	Corporate Services
Award and Classification:	N/A
Position ID	GMCS01

Position Overview:

Reporting to the CEO and as a member of the Senior Leadership Team, the General Manager Corporate Services provides strategic leadership of commUnity+'s corporate services functions to ensure strong governance, organisational sustainability, operational excellence and long-term community impact. The role partners closely with the CEO, Executive Director Client Services and Head of People & Culture to enable organisational performance through effective stewardship of financial, governance, risk, safety, infrastructure, technology, marketing and growth functions.

The General Manager Corporate Services leads the development and implementation of enterprise-wide frameworks, systems and strategies that support sound decision-making, accountability and continuous improvement. The role is accountable for financial sustainability, strategic and business planning, organisational performance reporting, quality and compliance, enterprise risk and safety, facilities and infrastructure, information systems and technology, and the organisation's data and evidence capability.

The role provides strategic leadership for marketing, advocacy and business development activities that enhance commUnity+'s reputation, influence, growth and income diversification. The General Manager Corporate Services plays a key role in strengthening organisational capability, driving innovation, overseeing relevant strategic initiatives and providing assurance that commUnity+ meets its governance, legal, regulatory and performance obligations while delivering on its strategic objectives.

Part A: Organisation

Organisation, Vision, Purpose and Values

Our Organisation:

Comm Unity Plus Services Ltd (operating as commUnity+) is a multidisciplinary organisation located predominantly across Melbourne's greater western and northern suburbs. We strive to enable positive change and growth for people through a range of prevention and early intervention programs including Community Education, Children's Contact Services, Neighbourhood House, Legal Services and community engagement and development activities.

commUnity+ has grown from a small residents' action group in Deer Park to a large community-based organisation that delivers programs from multiple locations. Our Head Office is located at Keilor Downs.

Our clients and participants are people facing disadvantage, hardship and social exclusion, with particular focus on members of communities new to Australia. We support vulnerable children and women, and those who need a helping hand to achieve justice and fairness when dealing with governments and the legal system.

commUnity+ is a company limited by guarantee and is a registered charity endorsed as a Deductible Gift Recipient with the Australian Charities and Not-for-profits Commission. commUnity+ receives funding from Local, State and Commonwealth Government departments; and partners with private, community and government agencies to enhance our service delivery, including through allied services, and to increase access for our communities.

Our Vision:	
For all people, families and communities to thrive.	
Our Purpose:	
We empower and support people by unlocking pathways to connection, learning, work and justice.	
Our Values:	
Empowerment:	We respect the strength of our communities and support people to have agency over their own lives.
Compassion:	We embrace the lived experience of all people and approach our work with kindness, care and courage.
Collaboration:	We work well together as one team and with our partners to deliver holistic services.
Responsiveness:	We listen to diverse communities, measure impacts and make informed decisions about the services we provide.
Accountability:	We are responsible and self-reflective. We acknowledge and celebrate achievements.
Our Services:	
- Community Education (RTO) accredited and non-accredited training across a range of Programs - Legal Services (commUnity+ Legal) - Family Services (including Children's Contact Service and other family support) - Neighbourhood House - Community engagement and development projects and activities	

Part B: Position Operational Context

Corporate Services
The range of services provided by commUnity+ is underpinned and supported by a Corporate Services function that delivers enterprise corporate services through an internal business partnering model and through engagement with external providers and stakeholders. The scope of functions includes: - Strategy and Governance leadership in collaboration with CEO office. - Financial strategy and management including all aspects of financial management and financial decision support, procurement and contract management, financial management systems and processes, reporting and compliance. - Quality and Compliance management including the organisation's quality and compliance systems and processes, and enterprise policy framework. - Risk and Safety management including the organisation's enterprise risk management framework and system, WHS and business continuity systems, safety reporting and assurance. - Data, evidence and innovation including data systems and digital/technology innovation - Facilities management including buildings, facilities, IT, other assets and infrastructure. - Marketing and Communications, Advocacy and Growth including communication strategies, stakeholder engagement management, business development and income diversification. For more information, please visit the commUnity+ website: www.comm-unityplus.org.au.

Part C: Position Specifications

Relationships	
Division:	Corporate Services
Location:	Primarily in Keilor Downs at Brimbank Aquatic and Wellness Centre Detailed in Employment Contract and subject to change at any time. This is because commUnity+ is a multi-location organisation
Reports to:	Chief Executive Officer
Internal:	Board of Directors Senior Leadership Team (member) Corporate Services team and other program staff
External:	Product and service providers Legislative and regulatory bodies Organisational stakeholders

Dimensions		
Staff / Volunteers Managed or Supervised	Direct	Finance Manager, Facilities Manager, Manager Marketing, Growth & Advocacy, Quality & Compliance Officer
	Indirect	IT Support, Finance Officer, Accountant, Communications Officer

Key Accountabilities
A. Strategy and Governance B. Financial Management C. Quality and Compliance D. Risk and Safety E. Facilities and Infrastructure Management F. Information Systems, Technology and Innovation G. Marketing and Business Development H. Other

Key Accountabilities
A. Strategy and Governance - Partner with the CEO and Senior Leadership Team to develop, implement and monitor the organisation's strategic plan and enterprise priorities. - Lead the annual Business Planning and performance reporting framework, ensuring alignment between strategy, operational plans and resource allocation.

- Provide strategic advice to the CEO, Senior Leadership Team and Board on organisational performance, governance, risks and opportunities.
- Oversee governance frameworks, enterprise policy framework and reporting systems that support effective decision-making, accountability and compliance.
- Lead the development and delivery of enterprise performance reporting, including organisational dashboards, KPI monitoring and Board reporting.
- Foster a culture of continuous improvement, evidence-informed decision-making and innovation.

B. Financial Performance

- Lead the development and implementation of financial strategies that support organisational sustainability, growth and long-term viability.
- Provide executive oversight of budgeting, forecasting, procurement, contract management, financial controls and reporting.
- Ensure effective financial governance, compliance and internal control frameworks are maintained.
- Oversee the preparation and monitoring of annual budgets, forecasts and long-term financial plans, ensuring alignment with strategic and operational priorities.
- Monitor financial performance and provide strategic analysis and advice to the CEO, Board and Senior Leadership Team to inform decision-making.
- Ensure compliance with all statutory, audit, funding, taxation and financial reporting requirements.
- Drive continuous improvement in financial systems, processes and commercial practices to enhance efficiency, transparency and value.
- Identify opportunities to strengthen financial resilience, optimise resources and diversify revenue.

C. Quality and Compliance

- Provide executive leadership of the organisation's quality, compliance and policy frameworks.
- Ensure frameworks, systems and processes support organisational practice and compliance with regulatory, accreditation, funding, contractual and governance requirements.
- Foster a culture of quality, accountability and continuous improvement across all organisational functions.
- Oversee internal and external audit, assurance and continuous improvement activities to strengthen organisational performance.
- Monitor compliance risks and ensure timely implementation of corrective and improvement actions.
- Provide assurance to the CEO and Board regarding the effectiveness of quality and compliance systems.

D. Risk and Safety

- Lead the organisation's enterprise risk management framework, ensuring risk is systematically identified, assessed, monitored and managed across strategy and all areas of operation, including risk insights and reporting to the CEO, Senior Leadership Team and Board.
- Provide executive leadership and oversight of the organisation's workplace health and safety framework, incident management, emergency management, business continuity and organisational safety assurance.

- Ensure insurance arrangements, claims management and risk-financing strategies appropriately protect organisational interests.
- Champion a culture where safety, wellbeing and risk management are integrated into organisational practice and decision-making.

E. Facilities and Infrastructure Management

- Provide strategic oversight of the organisation's property, facilities, assets and infrastructure portfolio.
- Ensure facilities, buildings, assets and infrastructure, including IT, support safe, efficient and effective service delivery and organisational operations.
- Oversee long-term infrastructure planning, asset lifecycle management and capital investment priorities.
- Oversee facilities-related compliance, strategic procurement, contract governance and operational risk management.
- Oversee business continuity considerations relating to physical assets, accommodation and operational infrastructure.
- Ensure organisational assets are effectively managed to optimise value, utilisation and sustainability.
- Drive initiatives that improve operational efficiency, sustainability and workplace experience across the organisation's physical environment.

F. Information Systems, Technology and Innovation

- Lead the organisation's digital, information and technology strategy in support of strategic, operational and client service delivery objectives.
- Ensure the organisation maintains reliable, secure and fit-for-purpose information systems, technology platforms and digital infrastructure.
- Oversee information management, data governance, cyber security and technology risk frameworks.
- Lead the development of organisational data capabilities, including enterprise reporting, analytics, performance measurement and impact evidence systems.
- Drive digital innovation and technology-enabled improvement investment and initiatives that strategically aligned, enhance efficiency, organisational performance and client experience.
- Promote the effective use of data, evidence and insights to support decision-making, service planning and organisational learning.
- Foster a culture of innovation, continuous improvement and responsible adoption of emerging technologies.

G. Marketing and Business Development

- Oversee marketing, communications, stakeholder engagement and brand management activities.
- Champion the development of strategies that strengthen organisational profile, sustainability, growth and community impact.
- Identify and pursue strategic growth opportunities, partnerships and diversified revenue streams.
- Ensure enterprise stakeholder engagement strategy and its implementation deepens relationships with government, funders, partners and key stakeholders to support organisational objectives.
- Oversee advocacy, policy development and organisational positioning activities that advance the organisation's strategic priorities and reputation.

H. Other

- Carry out any lawful, safe and reasonable instruction that is consistent with the contract of employment and the person specification requirements for this Position.
- commUnity+ is committed to the safety and well-being of children and, as such, is committed to creating and maintaining a child safe organisation. Carry out any responsibilities in keeping with the child safety principles and Child Safe Standards, as specified under the Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015.

Part D: Person Specification

Key Selection Criteria

Senior Leadership Experience

- Demonstrated experience in a senior leadership, general management or executive role with responsibility for corporate services functions, preferably within a government, community services or other purpose-driven organisation.

Strategic and Business Leadership

- Proven ability to contribute to organisational strategy and lead the development, implementation and monitoring of business plans, organisational performance frameworks and improvement initiatives.

Financial and Commercial Acumen

- Strong financial and business acumen, including experience overseeing budgets, financial performance, procurement, contracts and organisational decision-making to support sustainability and growth.

Governance, Risk and Compliance

- Demonstrated experience leading governance, risk, compliance and assurance activities within a regulated and stakeholder-driven environment.

Corporate Services and Continuous Improvement

- Experience leading diverse corporate services functions and driving internal business partnering, process improvement, operational effectiveness and organisational capability through systems, data and technology.

Stakeholder Engagement and Influence

- Highly developed communication, relationship management and negotiation skills, with the ability to build productive relationships with Boards, executives, funders, regulators, suppliers and other stakeholders.

People Leadership

- A collaborative and enabling leadership style, with a demonstrated ability to build high-performing teams, develop capability and foster accountability, continuous improvement and innovation.

Personal Attributes

- Highly developed analytical, problem-solving and organisational skills, with the ability to manage competing priorities and deliver outcomes in a complex environment.
- Outcome-focused, strategic and systems-oriented, with a commitment to the purpose and values of commUnity+.

Qualifications

Essential:

- Tertiary qualification in business, commerce, finance, management, governance or related discipline.

Other Requirements	
Essential	• Current Working With Children Check, and ongoing validity. • Current Criminal Records Check, and ongoing validity. • Current valid Victorian Drivers Licence. • Local and regional travel in the course of duties may be required. Some travel and duties may occur outside usual business hours. • Employees may be required to work from any commUnity+ site

Declaration				
My position description has been explained in detail and I understand that this position description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, there maybe other reasonable duties within my skills and experience that I may be requested to undertake. I hereby accept the accountabilities and authority as outlined.				
Employee	Name	Signature	Date:	/ /
Manager	Name	Signature	Date:	/ /