

Executive Director – Business Services and Sustainability

Executive Team

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Executive Director – Business Services and Sustainability
PROGRAM:	Business Services Division
LOCATION:	Central Office Richmond, with a presence required at other locations
REPORTING RELATIONSHIPS:	This position reports directly to Chief Operating Officer This position has line management of 5 staff, including the GM - Finance
EFFECTIVE DATE:	October 2026

Position Purpose

The Executive Director – Business Services and Sustainability is the organisational leader with responsibility for ensuring Jesuit Social Services' people, finances, infrastructure, systems and processes are equipped to deliver on our vision and purpose now and into the future.

The role provides strategic leadership and oversight to ensure we have a capable, values-aligned workforce, supported by modern and effective systems and processes, and that we are financially and environmentally sustainable. Working closely with the CEO, COO and other Executive team members, the Executive Director will lead and drive the planning, delivery and monitoring of people, culture and workforce initiatives; our long-term financial strategy; actions to embed ecological justice in areas of responsibility; as well as the transformation of our systems and processes.

The Executive Director – Business Services and Sustainability will drive a values aligned culture of excellence across the functions that it is responsible for, including finance, payroll, people and culture, information technology, property and operations, governance, quality, risk and compliance. These functions support and serve our work to build a justice society.

Key Executive Responsibilities and Accountabilities –

Ethical Culture and Identity Leadership: Provide leadership in the embedding of Jesuit Identity, modelling and upholding organisational values and behaviours which reflect Jesuit Social Services' foundations and purpose.

Strategic Leadership: As a member of the Executive Team, contribute thought leadership and strategic direction for key priorities. Work closely with the CEO and COO, providing them with insights, recommendations, and support. Collaborate with other Executive Team members to ensure effective governance, financial oversight, strategic decision-making, and integration across the organisation. This position may be called on to take on the role of Acting CEO and COO, including managing formal accountabilities to the Jesuit Social Services Board.

Organisational Management: Ensure the highest standards of stewardship of financial and other resources, systems, and processes for our programs within a culture consistent with Jesuit identity. Safeguard the organisation's integrity and regularly assess organisational risks to ensure mitigations are pursued. Ensure high standards of governance and compliance with statutory, contractual and policy obligations

Team Leadership and Development: Lead, develop and support organisational leaders to achieve social change. Foster and encourage a positive organisational culture, promote teamwork, and invest in staff recruitment, induction and development processes and encourage a culture of diversity and inclusion.

Role Specific

1. People, culture and workforce strategy

- Lead the People and Culture function, including workforce planning, volunteering, and staff recruitment, induction and development functions
- Ensure staff wellbeing, cultural safety, and ethical employment practices, including through the implementation of our Diversity, Equity and Inclusion Strategy.
- Strengthen leadership capability and organisational culture aligned with vision and values
- Oversee industrial relations, remuneration frameworks, and people policies

2. Financial sustainability and commercial leadership

- Lead and oversee financial strategy and planning activities, working with the GM – Finance to ensure these strategies are effectively implemented and aligned with our values
- Lead key commercial projects and work to build commercial acumen and capability across the organisation, embedding sustainability, equity, and impact considerations into financial decision-making

- Ensure that the finance team has in place robust budgeting and forecasting processes, financial reporting that meets the organisation's needs, ethical investment policies and practices, and effective controls and compliance systems.

3. Systems and operations transformation

- Lead transformation and improvement initiatives so that systems better support integration, decision-making and operational effectiveness
- Ensure that our Central Office and operational support functions are delivered according to the highest possible standards and are consistent with our vision and values.
- Oversee ICT strategy, systems development, AI strategy and cybersecurity with a focus on building IT capabilities as a strategic asset for the organisation
- Oversee operational support functions including OH&S, property and maintenance, records and archives, and business processes

4. Governance, quality, risk and compliance

- Oversee and ensure the highest standards of organisational governance as well as compliance with legislation, funding agreements, privacy and child safety obligations
- Foster a culture of continuous improvement, learning, and accountability
- Oversee organisational risk management, internal controls, and assurance processes
- Ensure quality systems support good practice, not just compliance, and are aligned with Jesuit values and trauma-informed approaches

5. Organisational Sustainability

1. Promote environmentally responsible practices and ecological justice across areas of responsibility, including activities to achieve our net zero goals
2. Embed sustainability considerations across business processes and decision-making

Key Selection Criteria

1. Relevant tertiary qualifications in finance, business management, economics, human resources or related disciplines. Professional qualifications such as a Certified Practising Accountant (CPA), Chartered Financial Analyst (CFA), or Certified Management Accountant (CMA) will be considered favourably.
2. Significant senior leadership experience across business strategy, people and culture, and organisational transformation, with experience in the not-for-profit sector highly regarded
3. Demonstrated commercial acumen, problem solving skills, and experience leading transformation initiatives
4. Demonstrated people leadership and management skills, with the ability to collaborate and work well with senior leaders across the organisation.
5. Understanding of risk management and compliance frameworks

6. Highly developed interpersonal skills, including the ability to build relationships, manage the expectations of multiple stakeholders, communicate complex information across a range of stakeholders.
7. Ability to work and lead in way which reflects, upholds and fosters the organisation's identity and ethos (as encapsulated in our purpose, vision, mission and values) within the team.
8. Capacity to guide others in reflective processes that are aimed at strengthening and deepening a collective commitment to the organisation's identity and ethos.

Key Performance Indicators

Executive KPIs

The following Executive KPIs are measured through a variety of ways including but not limited to periodic reviews, annual operational plans, quality and risk processes, leadership consultation, financial outcomes, staff surveys, professional development reviews (PDR) and supervision.

1. Behaviours and leadership approach which reflect, foster and uphold the organisation's vision, mission, values and culture
2. Active involvement in Executive leadership and planning meetings
3. Active formulation of strategic priorities for the organisation
4. Active monitoring and completion of Operational Plan priorities and program budgets, as reflected in the Strategic Plan
5. Evidence of effective line management structures in place, evidenced by line management reports, supervision structures and performance development of senior staff
6. Active leadership and mentoring of senior staff, evidence through workplans and encouraging collaborative contributions at leadership level.

Role Specific KPIs

Measurable indicators for ED Business Services and Sustainability are:

1. High quality workforce recruitment, induction and development systems and processes are in place, and high levels of staff engagement
2. High quality and effective commercial management is in place across the organisation, and key commercial initiatives are effectively implemented
3. Key organisational financial sustainability measures are met
4. Contemporary, efficient and effective ICT, systems and organisational processes are in place
5. Maintenance of governance standards and quality, risk and compliance systems and relevant accreditations
6. Key organisational transformation projects delivered and support continuous improvement
7. Ecological sustainability initiatives across business processes are progressed
8. Providing of timely briefings and support to Executive/CEO/Board and relevant sub-committees

POSITION DESCRIPTION

Key responsibilities of Jesuit Social Services Employees

Our organisational identity and ethos

The work of Jesuit Social Services is informed by Catholic Social Teaching and our Jesuit tradition of respecting the preciousness of each human being, walking with the disregarded, and caring for the earth.

All employees are responsible for:

- Demonstrating an understanding of, and a capacity to uphold Jesuit Social Services' organisational identity and ethos (as encapsulated in our purpose, vision, mission and values) in the execution of their role responsibilities.

Service delivery/ Practice Framework

- Engage and build positive and constructive relationships with internal and external stakeholders
- Deliver services consistent with shared services guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Teamwork and supervision

- Work effectively as part of a team, contributing to group outputs
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity and Inclusion

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Ecological Justice

Jesuit Social Services is committed to ecological justice, which is the intersection of social and environmental justice. We strive to protect, nurture and restore healthy and equitable relationships between people, place and planet which, when damaged, lead to disadvantage, poverty, inequality, prejudice, and exclusion. This commitment is embedded in our organisational culture, program practice, advocacy and our business processes.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

_____ Date: _____

Position Description Approved by:

Chief Executive Officer, August 2026

Position Description Review Date:

[_____]