



Immigration Advice
and Rights Centre

Chief Operating Officer

Accountable to:	CEO
Location	Sydney
Direct Reports	Finance Manager, Operations Manager
Tenure	Contract to 30 June 2028
Classification	SCHADS Grade 8 Salary packaging available
Hours	4 days per week

1. Organisational Environment

The Immigration Advice and Rights Centre (IARC) is a specialist, not-for-profit community legal centre (CLC) with over 35 years' experience in migration law and policy. IARC's vision is for a fair, just and accessible Australian immigration system. IARC assists people seeking asylum, refugees and migrants experiencing vulnerability in NSW through the provision of free legal information, advice and casework services.

IARC also provides community legal education services, undertakes law reform and policy activities and collaborates with other organisations in the legal and social justice/human rights sector on individual matters and on systemic issues.

The majority of IARC's income is derived from government and non-government grants, grants of legal aid, donations and Immigration Kit sales. IARC currently has 17 staff.

2. Purpose of the Position

The Chief Operating Officer (COO) provides executive leadership for the effective delivery of the Centre's strategy, ensuring the organisation has the operational capability, systems, resources and workforce required to achieve its objectives.

The COO is responsible for leading operational performance, finance, corporate services, people and culture, technology, risk management and continuous improvement. Working closely with the CEO, Principal Solicitors and Management Committee, the COO translates strategic priorities into effective operational plans, strengthens organisational capability and ensures sustainable, high-quality service delivery.

3. Major Accountabilities

. Operational Strategy and Organisational Performance Finance Operations and Systems

- Provide executive leadership to translate strategic priorities into effective operational plans, systems and services.
- Act as a trusted advisor to the CEO, contributing to organisational planning, decision-making and performance improvement.

- Monitor organisational performance against objectives and key performance indicators, identifying opportunities for improvement and increased effectiveness.
- Lead organisational change, continuous improvement and operational capability initiatives.
- Lead, coach and develop senior staff to build leadership capability and accountability.

Legal Practice Operations and Capability

- Support the CEO/Principal Solicitor in the effective delivery of The Centre's legal practice.
- Provide operational leadership and support to Principal Solicitors to ensure effective service delivery, workforce capability and resource allocation.
- Support implementation of legal practice priorities, quality improvement initiatives and service improvements.
- Ensure legal services are supported by effective systems, processes and operational resources.

Finance, Corporate Services and Sustainability

- Lead financial planning, budgeting, forecasting, reporting and performance monitoring to support organisational sustainability.
- Lead strategies to identify, secure and diversify funding sources, including government funding, grants, philanthropy, corporate partnerships, fee-for-service opportunities and other sustainable income streams.
- Manage funding pipelines, grant processes, reporting requirements and compliance obligations.
- Identify financial risks, opportunities and resource requirements to support strategic priorities.
- Lead corporate services functions including procurement, contracts, property, facilities, business administration and commercial arrangements.
- Ensure organisational assets, systems and resources are effectively managed and fit for purpose.
- Provide financial and corporate services reporting and advice to the CEO and Management Committee.

People, Culture, Operations and Technology

- Lead operational services that support organisational objectives and high-quality client outcomes.
- Lead people and culture initiatives including workforce planning, recruitment, succession planning, performance management, leadership development, wellbeing and retention.
- Ensure compliance with employment legislation, industrial obligations and organisational policies.
- Provide strategic human resources advice to the CEO and Leadership Team.
- Provide executive oversight of ICT operations and technology capability.
- Work with the ICT providers to implement technology strategies that improve efficiency, capability and service delivery.
- Drive improvement of operational systems, processes and controls.

Risk, Compliance and Organisational Systems

- Lead implementation of enterprise risk management, WHS and operational compliance frameworks.
- Promote a culture of risk awareness, accountability, quality and continuous improvement.

- Ensure compliance with legislative, regulatory, contractual and funding obligations.
- Lead quality improvement initiatives, including relevant community legal sector improvement frameworks.
- Support the CEO with governance processes, Management Committee reporting, policy development and business continuity planning.
- Maintain effective operational relationships with key stakeholders, service providers and strategic partners.

4. Decision Making

The COO exercises a high level of independent judgement and decision-making within delegated authority and organisational policies. The role is responsible for:

- Making strategic and operational decisions relating to organisational performance, financial management, corporate services, people and culture, technology, risk and operational systems.
- Providing expert advice and recommendations to the CEO to support strategic, financial and operational decision-making.
- Determining priorities and allocating organisational resources to achieve strategic and operational objectives.
- Exercising delegated financial and contractual authority in accordance with approved delegations.
- Leading organisational responses to operational risks, compliance issues and business continuity matters.
- Escalating significant strategic, financial, legal or reputational risks to the CEO and Management Committee as appropriate.

5. Key Relationships and Communication

Internal

- Chief Executive Officer – strategic advice, organisational planning, operational performance and executive leadership.
- Principal Solicitor and Legal Leadership Team – operational support, workforce planning, resource allocation and service delivery.
- Managers and employees – leadership, coaching, communication and operational support.
- Management Committee – reporting, governance support and strategic advice through the CEO.

External

- Government departments and funding bodies.
- Grant providers, philanthropic organisations and corporate partners.
- Auditors, legal, financial and technology service providers.
- Community legal centres, justice sector organisations and sector peak bodies.
- Regulatory authorities and compliance agencies.
- Other strategic partners and key stakeholders.

The role requires highly developed communication, negotiation, influencing and relationship management skills to build productive partnerships and support organisational outcomes.

6. Challenges

- Ensuring long-term financial sustainability within a constrained and changing funding environment.
- Managing competing priorities, limited resources and organisational risk.
- Driving continuous improvement, innovation and digital transformation across the organisation.
- Building organisational capability and leadership capacity to support future growth and sustainability.

7. Selection Criteria

Essential

- Relevant tertiary qualifications in business, management, commerce, public administration or a related discipline, or equivalent executive leadership experience.
- Proven ability to develop and implement strategic and operational plans that deliver organisational objectives.
- Extensive financial management experience, including budgeting, forecasting, financial reporting and resource management.
- Demonstrated success in identifying, securing and managing diverse funding sources, including government funding, grants and partnerships.
- Demonstrated experience leading organisational change, continuous improvement and business transformation initiatives.
- Highly developed leadership skills with a demonstrated ability to build high-performing teams, develop leaders and foster a positive organisational culture.
- Strong knowledge of governance, enterprise risk management, compliance, WHS and organisational systems.
- Demonstrated ability to build productive relationships with Boards, executives, government agencies, funders and external stakeholders.
- Excellent analytical, communication, negotiation and influencing skills with the ability to provide high-quality strategic advice.
- Understanding of, or ability to rapidly acquire knowledge of, the community legal sector and the legal assistance environment.

Personal Attributes

- Strategic and future-focused thinker with sound judgement.
- Collaborative, inclusive and values-driven leader.
- High level of integrity, professionalism and accountability.
- Resilient, adaptable and capable of leading through change.
- Strong commitment to continuous improvement, innovation and service excellence.
- Excellent interpersonal skills with the ability to influence, build trust and maintain effective relationships.
- Commitment to equity, access to justice and the values and mission of the Centre.

8. Other Information

IARC is committed to fostering a collaborative and inclusive team culture built on mutual respect, where the contributions, experience and skills of all team members are valued and recognised. We work collectively to create an environment where people are supported to contribute their ideas, share their expertise and drive meaningful change.

IARC recognises that employees have responsibilities, interests and commitments beyond the workplace and that flexible ways of working benefit both individuals and the organisation. We are open to discussing flexible and agile working arrangements with candidates and exploring ways to support work practices that enable people to thrive while delivering positive outcomes for the organisation.

9. Salary and benefits

This conditions of this position are set out in the Social, Community, Home Care and Disability Services Industry Award 2010. This position is graded at Level 8 of the Award with an annual salary between \$135,707 - \$142,052 (pro rata) plus superannuation and leave loading.

The Centre is committed to supporting work-life balance through a flexible and supportive workplace. As part of our team, you'll enjoy:

- A 35-hour work week (pro rata)
- Flexible working hours
- A nine-day fortnight (pro rata)
- The opportunity to work from home up to two days per week (where operationally appropriate)
- Additional leave over the Christmas period
- Generous salary packaging of up to \$18,500 per annum to maximise your take-home pay and novated car leasing options.