Position Description – Chief of Staff

Role Title	Chief of Staff
Reporting To	Chief Executive Officer
Direct Reports	Executive and Director level staff
Key Working Relationships	Primary working relationship with the CEO as a trusted strategic partner. Leads executive and director-level staff and works closely with the Chair, Board and General Manager to deliver agreed priorities.
Employment Status	Permanent, full-time
Hours per Week	38
Location	Fully remote Regular domestic travel required
Classification	Level 8.1 under the Common Threads Role Classification Structure (equivalent to Level 8 of the Social, Community, Home Care & Disability Services Award)

Role Purpose

The Chief of Staff is the CEO's trusted strategic partner, leading internal delivery so the CEO can focus on strategic leadership, advocacy and external relationships. Working closely with the CEO, the role translates their direction and Board-approved priorities into action, provides candid advice and ensures decisions are implemented. The Chief of Staff manages executive and director-level staff, holds leaders accountable and keeps the CEO informed about performance, risks and decisions required. The role exercises sound judgement and discretion, acts within agreed delegations, maintains momentum when the CEO is away, and holds Company Secretary responsibilities.

Success measures, with targets agreed and reviewed regularly with the CEO:

- **CEO partnership:** The CEO receives timely advice and clear recommendations; routine internal issues are resolved without unnecessary CEO involvement.
- **Strategy delivery:** Agreed priorities have accountable leads, resourced work plans and deadlines; milestones are met or delays are addressed early.
- **Leadership accountability:** Senior leaders deliver agreed outcomes; leadership decisions have named owners and deadlines, and actions are followed through.
- **Team effectiveness:** Staff understand their priorities and receive timely support to deliver.
- **Continuity:** Delivery continues during CEO absences, with decisions made within agreed delegations.
- **Governance:** Board papers and minutes are delivered on time, Board actions are tracked, and statutory deadlines and compliance obligations are met.

Accountabilities & Main Activities

CEO Partnership and Organisational Leadership

- Work closely with the CEO to agree priorities, anticipate emerging needs and provide candid advice on organisational challenges, opportunities and resource decisions
- Brief the CEO regularly and confidentially on delivery, risks and decisions; resolve routine matters and bring recommendations requiring CEO attention
- Act on the CEO's direction, communicate and follow through on decisions, and represent the CEO internally within agreed delegations, maintaining momentum during their absence
- Translate the CEO's direction and Board-approved strategy into organisation-wide work plans with clear owners, milestones and outcomes; resolve barriers and competing priorities
- Manage executive and director-level staff on behalf of the CEO, setting expectations, reviewing performance and holding leaders accountable for agreed outcomes
- Lead senior leadership meetings focused on decisions, delivery and accountability, ensuring actions have clear owners and deadlines and are followed through
- Set expectations for a positive, inclusive and accountable team culture, supporting senior leaders to lead their teams effectively and address performance issues
- Hold the organisation's operating rhythm through regular planning and delivery reviews, identifying slippage early and ensuring corrective action is taken
- Align priorities and decisions across programs, operations and Impact, resolving competing demands and ensuring staff understand what matters most
- Build leadership and staff capability, identifying development needs and ensuring teams have the direction, support and resources to deliver
- Act as an escalation point for employee and delivery issues, resolving matters within delegated authority and bringing significant risks or decisions to the CEO

Operational Oversight

- Ensure operations, finance, compliance, risk, HR and governance functions support the CEO's priorities and organisational delivery, working through the General Manager and relevant senior leaders
- Act as an authorised signatory on bank accounts for financial transactions and payroll
- Oversee the identification and management of operational risks with the General Manager, briefing the CEO on significant risks and proposed responses
- Identify capability and resource gaps, including compliance, technical skills and legal advice, and lead improvements with the relevant senior leaders

Governance & Board Administration

- Act as Company Secretary, with responsibility for overseeing board administration, coordinating Board and Subcommittee papers, ensuring accurate minutes, and supporting the organisation to meet its governance and statutory obligations
- Coordinate, delegate and oversee board administration in collaboration with the General Manager, acting as the primary point of contact for board-related activities
- Ensure Board and Subcommittee papers are prepared on time and accurate minutes are maintained

- Coordinate and delegate board reporting tasks across the operations and Impact teams, in consultation with relevant senior leaders, to ensure timely and effective reporting
- Support the CEO's relationship with the Board by coordinating governance advice and organisational briefings that enable informed decision-making
- Support the Chair to plan Board business, develop meeting agendas and maintain effective communication between the Board and management
- Maintain a register of Board and Subcommittee decisions and actions, coordinate follow-up with responsible staff, and report on progress and outstanding matters
- Coordinate the annual governance calendar, including Board and Subcommittee meetings, reporting deadlines, statutory obligations and policy reviews

Organisational Participation

- Provide reports on work activities as required
- Participate in Common Threads' performance development processes
- Participate in Common Threads organisational development activities such as retreats and planning days
- Convene and facilitate all-staff meetings
- Work in alignment with Common Threads policies and procedures
- Care for your own health, safety and wellbeing and that of others
- Undertake other duties within the scope of this role as directed

Selection Criteria

This role is identified for Aboriginal and Torres Strait Islander candidates

Essential

- 5+ years of senior leadership experience, including managing senior staff and driving delivery across an organisation
- Experience managing board governance processes
- Sharp analytical and conceptual skills
- Demonstrated ability to turn strategy into delivery plans, hold leaders accountable for outcomes and lead organisational improvement
- Exceptional interpersonal skills and high EQ to drive consensus across the organisation
- High integrity and sound judgment when handling confidential strategic, financial, and personnel information
- Comfortable operating in a fast-paced, ambiguous environment with changing priorities
- Well-developed written and verbal communication capabilities
- Sound financial acumen
- High computer literacy
- Suitable working-from-home facilities
- Ability to undertake regular domestic travel

Desirable

- Relevant tertiary degree in business, management, human resources, or related field
- Experience in progressive / activist organisations

Role Requirements

- National Police Check