



POSITION	Executive Manager Corporate Services	STATUS	Full time & Part Time
REPORTS TO	Chief Executive Officer	LOCATION	Cheltenham

BETTER PLACE AUSTRALIA

Better Place Australia has a vision of *“An Australia where all people experience positive relationships, truly value each other and live safer, more fulfilling lives”*. Our purpose is *“To empower people to become more resilient and experience improved wellbeing to better determine their futures”*.

Our organisational values are at the forefront of all interactions with our employees, our clients and our stakeholders.

We are:

- Creative
- Caring
- Welcoming
- Responsive; and
- Thriving

As a community focused ‘for-purpose’ organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across Victoria.

PURPOSE OF ROLE

The Executive Manager Corporate Services is responsible for providing strategic leadership and operational oversight across Better Place Australia’s core corporate functions. The role ensures the organisation operates effectively, sustainably, and in compliance with all legislative, funding, and governance requirements, supporting BPA’s goal of a sector-leading service delivery model that values client experience, measurable outcomes, and financial sustainability.

The role supports the organisation’s mission by strengthening financial stewardship, corporate governance, risk management, and business continuity, while building internal systems and frameworks that support organisational performance, accountability, and growth.

WORK PERFORMED

The role leads and coordinates corporate service portfolios including finance, information technology, cyber and information security, risk and compliance, facilities, emergency and business continuity planning, audit, and organisational policy.

Working closely with the CEO, Board, Executive team, and external stakeholders (including funders, auditors, regulators, and service providers), the role ensures corporate systems are fit for purpose, future-focused, and aligned to the organisation’s strategic objectives and values.

This position exercises a high level of judgement, discretion, and influence, and contributes to organisational strategy, planning, and continuous improvement.

Responsibilities:

Financial Management

- Provide strategic and operational financial leadership, including budgeting, forecasting, financial reporting, and cash flow management.
- Partner with managers and budget holders to support effective financial management, including monitoring performance, providing advice, and building financial literacy and capability across the organisation to enable informed decision-making.
- Oversee financial controls, delegations, and accountability frameworks to ensure sound governance and stewardship of public and philanthropic funds.
- Support funding sustainability through financial modelling, cost analysis, and business case development.
- Liaise with external auditors and ensure timely completion of annual audits and statutory reporting.

Information Technology, Cyber and Information Management

- Oversee ICT strategy, systems, and vendor relationships to ensure secure, reliable, and fit-for-purpose technology that supports service delivery and hybrid work environments.
- Ensure compliance with data privacy, records management, and information security obligations, including cyber risk mitigation and incident response planning.
- Promote appropriate use of digital systems and continuous improvement of information management practices.

Corporate Risk and Compliance

- Lead the organisation's enterprise risk management framework, including identification, mitigation, reporting, and monitoring of strategic and operational risks.
- Ensure compliance with relevant legislation, funding agreements, accreditation standards, and governance requirements.
- Maintain organisational compliance registers and support internal reviews and assurance activities.

Audit and Assurance

- Coordinate internal and external audit activities, including preparation, implementation of recommendations, and reporting to the Executive and Board.
- Support continuous improvement through audit findings, quality reviews, and compliance audits.

Facilities and Asset Management

- Oversee facilities management, leases, and assets to ensure safe, compliant, and welcoming environments for staff, clients, and community members.
- Ensure workplaces meet occupational health and safety, accessibility, and regulatory requirements.

Emergency Management and Business Continuity Planning

- Lead the development, implementation, and testing of emergency management and business continuity plans.
- Coordinate organisational preparedness and response to incidents that may disrupt operations or impact client and staff safety.

Business Planning and Governance Support

- Lead annual business planning processes and support alignment between strategy, operations, and resources.
- Provide high-quality reporting and advice to the CEO and Board, including dashboards and performance insights.
- Support governance processes, including policy frameworks, delegations, and decision-making documentation.

Policies, Procedures and Continuous Improvement

- Develop, review, and maintain organisational policies, procedures, and guidelines to support best practice, compliance, and consistent operations.
- Embed continuous improvement approaches across corporate services, balancing risk management with service agility and innovation.

Administration

- Provide strategic leadership and oversight of organisational administration services, ensuring efficient, high-quality, and consistent support across BPA.
- Ensure effective operation and continuous improvement of front-of-house services, office services, and administrative systems.
- Lead and resource the administration function to support BPA operations, organisational performance, and a positive staff and client experience

Other

- Other duties assigned and which are consistent with the scope of the position.

REQUIRED KNOWLEDGE AND EXPERIENCE

Essential:

- Tertiary qualifications in business, finance, governance, management, or a related discipline (e.g. CPA, CA).
- Demonstrated senior experience managing corporate services functions within a for-purpose organisation, including community, health, or human services environment.
- Strong knowledge of financial management, budgeting, and governance within publicly funded and/or grant based organisations.
- Proven experience in risk management, audit, compliance, and business continuity planning.
- Sound understanding of information governance, privacy, and cyber security obligations within the Victorian and Australian regulatory context.
- Experience leading policy development, business planning, and organisation-wide improvement initiatives.
- High-level written and verbal communication skills, with experience preparing reports for Boards and Executive leadership.

Desirable:

- Experience in mental health, psychological, or community support service settings.
- Familiarity with Federal and Victorian government funding, regulatory, and accountability frameworks.
- Experience leading multidisciplinary teams and managing external service providers and consultants.
- Knowledge of SCHADS, HPSS Award and Enterprise Bargaining Agreements

RISK SCREENING

- Current Victorian driver's license and access to own transport
- Current satisfactory National Police check
- Working with Children Check (Victoria)

KEY RELATIONSHIPS / INTERACTIONS

Internal

- Administration Coordinators
- Operational Staff
- Executive Team
- CEO
- Board Members

External

- Clients and their family members
- External partners

GENERAL INFORMATION

Better Place Australia is a for purpose organisation, providing services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. At BPA, we all have a shared responsibility for supporting a culture of inclusivity and diversity. Our organisation is committed to child safety, and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.