

POSITION DESCRIPTION

Position:	Team Leader – Corporate Services
Reports To:	Chief Operating Officer
Direct Reports:	2+
Status:	1.0 FTE (38 hours per week)
Location:	Richmond and other locations as required
Pay Rate:	SCHADS Level 6 + 9.5% Superannuation + Salary packaging

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence provides services, programs and responses to issues of family violence in refugee and multicultural communities. By acknowledging the rights and diverse experiences of our clients, we develop and implement a number of culturally sensitive and holistic models for the provision of services to both victims and perpetrators of family violence. In tackling the issues of family violence we act on multiple levels – individual, relationship and community.

Vision

inTouch's vision is for culturally diverse families to live free from violence.

Purpose

inTouch's purpose is simple and clear – we are committed to changing lives, changing communities for the better.

POSITION SUMMARY

The Corporate Services Team provides the support functions and technical guidance in specialist areas such as accreditation, finance, HR, infrastructure, projects etc. to ensure that inTouch operates effectively and efficiently and can respond to the changing external and internal environment.

Reporting to the COO this newly created role takes ownership for the development, implementation and ongoing evaluation of efficient business industrial relations, policies, systems and processes to support inTouch's effectiveness and sustainability.

The Team Leader – Corporate Services will oversee a transformative approach to our business operations, IT, IR, Risk including OH&S, Compliance, Quality and Accreditation, Relocation implementation.

This role requires someone who can visualise desired outcomes and work collaboratively within the multi-disciplinary Corporate Services Team and the broader organisation to achieve identified goals.

Strong management, communication, project management, planning and organisational skills are essential, along with the ability to multi-task, prioritise and make clear decisions.

KEY RELATIONSHIPS

Internal	Reports to COO and is part of the Leadership Team.
	Line Manage the Admin Coordinator as well other business roles as and when they come up.
	Works in partnership across the organisation and all teams.

Position Description: Team Leader - Corporate Services	Effective Date	September 2020	Version:1.0
Authorised by: Chief Executive Officer	Review Date	September 2023	Page 1 of 5

Effective working relationships are required with all inTouch staff.

External Accreditation agencies, Relocation agents, ICT providers, insurance providers, regulatory authorities, other contractors and suppliers

POSITION ACCOUNTABILITIES

This position will lead and implement continuous quality improvement, risk management and change across the organisation, in alignment with Quality and Accreditation, internal policies and procedures and relevant frameworks. Key responsibilities include

Business Operations

- Responsible for all aspects of inTouch's strategic and operational procurement including IT, office supplies, office rental, and ensure value for money
- Supervise and manage inTouch's facilities including office maintenance, real estate agreements, management of works, leasehold improvements and asset management
- Review, assess and implement organisational technology business application needs in consultation with COO

Risk Management and Compliance

- Ensure adherence to organisational policies and procedures and integrity of corporate systems from the view point of risk and quality
- Manage all insurances and oversee renegotiation as required
- Support inTouch's risk management and assessment process, including periodic risk review, business continuity and crisis management
- Lead risk mitigation strategies across the organisation
- Ensure compliance with applicable internal and external HR regulatory requirements, including OH&S
- Supervise and oversee the compliance aspects of IR and HR functions and the internal and external complaints and compliments processes

Quality and Accreditation

- Lead the 'Accreditation' process and the quality improvement initiatives, including internal committees
- Develop and implement integrated processes, practices and systems to ensure inTouch's business effectiveness and efficiency
- Drive integrated organisational improvements across the organisation to ensure that inTouch is compliant under the various contractual and sector requirements
- Developing strategies for monitoring and evaluating the quality and impact of changes.
- Supporting the Executive Team in developing and maintaining a strong strategic focus in a way that ensures alignment with the broader sector reform

Office Relocation Project

- Oversee the Relocation project in consultation with CEO and COO

Other

- Contribute to the work of inTouch more broadly through provision of specialist advice/consultation to relevant projects
- Other duties as directed

PEOPLE MANAGEMENT

In addition to direct people management responsibilities for this role, it is expected that you:

- Ensure a safe work environment and compliance with inTouch policies and legislation;

EXTENT OF AUTHORITY

Position Description: Team Leader - Corporate Services	Effective Date	September 2020	Version:1.0
Authorised by: Chief Executive Officer	Review Date	September 2023	Page 2 of 5

In accordance with inTouch's Delegation of Authority policy.

KEY SELECTION CRITERIA

To be successful in this role you will be enthusiastic, self-motivated and a team orientated professional. You must maintain high standards of conduct and integrity, demonstrate sound work ethics, be flexible, consistent and fair in decisions, trustworthy with confidential and sensitive organisation information.

You will possess:

Essential:

- Tertiary or post-graduate qualifications in Business Management / Administration preferably with Project Management qualifications;
- Demonstrated experience in project management and implementing change;
- Demonstrated experience in improving business processes for organisational effectiveness and efficiency;
- Experience in quality management and accreditation within the community sector;
- Demonstrated understanding of risk management and mitigation;
- Demonstrated ability to actively engage key stakeholders to address complex problems and implement improved outcomes;
- Demonstrated success working collaboratively in multi-disciplinary teams and building positive cross-team relationships;
- Proven ability to communicate well and support positive relationships with a diverse range of stakeholders
- Working knowledge and understanding of industrial instruments, with the ability to interpret enterprise agreements, awards and relevant employment legislation;
- Demonstrated experience in team management and certain aspects of HR.

Desirable:

- Speaking a language other than English would also be an advantage

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours.
- Must hold a current Victorian car license
- Must be physically capable to carry out administrative duties, including extended periods of computer use
- Participate proactively in organisational initiatives;
- Support other team members in periods of high demand and during periods of absence;

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and inTouch policies;
- Contribute positively and proactively to team and organisation wide OH&S activities
- inTouch has a smoke-free workplace policy.

QUALITY & CONTINUOUS IMPROVEMENT

Position Description: Team Leader - Corporate Services	Effective Date	September 2020	Version:1.0
Authorised by: Chief Executive Officer	Review Date	September 2023	Page 3 of 5

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order to meet the organisation's audit, contract and registration obligations;
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes;
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Enterprise Agreement 2020 and is negotiable depending on experience;
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments;
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy;
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply;
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identify and qualifications;
- Signing a Confidentially Agreement is a personnel requirement of inTouch;
- The successful applicant will initially be engaged for a probationary period of three months;
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described.
Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition;

PRIVACY NOTIFICATION

inTouch requires declarations and personal information relevant to your employment.

The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 2000.

EQUAL OPPORTUNITY EXEMPTION

inTouch has an Equal Opportunity Exemption (H143/2018) and requests applications from women only.

AUTHORISATION

Position Description: Team Leader - Corporate Services	Effective Date	September 2020	Version:1.0
Authorised by: Chief Executive Officer	Review Date	September 2023	Page 4 of 5

I hereby accept the above *Terms of Employment*.

Signed:

Date:

Michal Morris
(Chief Executive Officer, inTouch)

Name:
(Employee)

Position Description: Team Leader - Corporate Services	Effective Date	September 2020	Version:1.0
Authorised by: Chief Executive Officer	Review Date	September 2023	Page 5 of 5