



ABORIGINAL HOUSING VICTORIA

POSITION DESCRIPTION

Corporate Services Manager

OVERVIEW

PROGRAM	Finance/Corporate Services
POSITION REPORTS TO	Chief Finance Officer
DIRECT REPORTS	1 (one)
DATE PREPARED	15 December 2020
IDENTIFIED POSITION	No
Hours	Full-time ongoing

ORGANISATION CONTEXT

About

Aboriginal Housing Victoria (AHV) is an Aboriginal community organisation responsible for managing more than 1,500 rental properties for Aboriginal and /or Torres Strait Islander people living in Victoria.

Our vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

In addition to being the largest Aboriginal Registered Housing Agency in Australia, AHV is the lead agency for Victoria's Aboriginal housing and homelessness policy, *Mana-na worn-tyeen maar-takoort*. As the housing and homeless policy lead in the Aboriginal community, AHV has responsibility to work in partnership with the Government to secure the resources and reforms to implement the policy, while we support sector development to empower Victoria's Aboriginal community to determine its chosen housing future.

AHV's housing services are targeted to those most in need of support. Through the provision of secure housing by an Aboriginal landlord, AHV helps strengthen and maintain Aboriginal communities and cultural ties.

Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made, and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non-Aboriginal community.

Respect and support for Aboriginal identity and culture and for our tenants and stakeholders

Striving for excellence through leadership in Aboriginal housing and best practice service delivery

Integrity, trust and honesty in all our business activities

Collaborative relationships with our community, tenants, government and stakeholders

Kindness, compassion courtesy and dignity in our relationships with our clients, our stakeholders and with each other

AHV is, as a workplace, taking active steps to stop men's violence against women and has a zero tolerance approach to violence in any form.

PROGRAM INFORMATION

The Finance Division's role is to:

- Take a rigorous, systematic and strategic approach to financial management which is integrated into all aspects of AHV's operations and supports business plan activity.
- Effectively manage corporate services ensuring internal needs are met, and value for money is optimised.
- Lead technology assessment and planning across the organisation to achieve optimum solutions that align with AHV's goals and objectives.

PURPOSE OF THE POSITION

Reporting to the Chief Financial Officer, the purpose of the Corporate Services Manager is to lead the provision of AHV's internal services, maintaining a client focus while ensuring value for money. The Corporate Services Manager or a designated staff member working under the Corporate Services Manager will oversee technology assessment and planning across the organisation to achieve optimum solutions that align with AHV's goals and objectives.

KEY RESPONSIBILITIES

Information Communications Technology/Information Management (Directly or through the Lead IT Officer)

- Lead development of AHV's 5-year ICT/IM strategy with the Executive Management Group and coordinate delivery of the strategy.
- Ensuring that AHV's IT security policy and ICT/IM business continuity plans are regularly reviewed, maintained and actively implemented.
- Management of external ICT/IM service providers, including management of contracts and risk management including relating to IT hardware, software, security and business continuity planning.
- Work with external ICT/IM service providers so staff can effectively access and use ICT/IM services including by monitoring and escalating requests from AHV for ICT/IM support, timely on boarding of new staff and by recommending appropriate training.

Corporate Services

- Management of AHV's commercial office leases, including managing lease renewal, ensuring compliance with lease obligations, payment of rent and engaging with landlords in relation to repairs and issues.
- Coordinate the full range of functions associated with AHV's fleet management, including vehicle leasing, maintaining a vehicle booking system, car servicing, installation of E-tags and security and tracking devices, following up accidents and repairs with insurers, payment of CityLink toll invoices and forwarding infringement notices, and issuing and maintaining log books and fuel cards.
- Maintain an accurate security register and liaise with AHV's head office security and CCTV provider. This includes the issuing of fobs, keys and alarm codes to staff and contractors.

Advice and reporting (Directly or through the Lead IT Officer)

- Provision of high quality advice, briefs and performance reports in relation to ICT/IM and corporate services functions including to the Chief Executive Officer and Board.

Procurement, Product Ordering and Invoice Approvals (Directly or through the Lead IT Officer)

- Managing procurement processes for the provision of services and expert ICT/IM and corporate services advice as required, including preparation of request for quotes and tender documents, managing selection and appointment processes.
- Coordinate the ordering and payment of ICT/IM and corporate services related invoices including for staff uniforms, stationery, cleaning supplies, office furniture, identity products and IT hardware.

Other

- Working with AHV's maintenance team to maintain AHV's head office and related tenancies in Fitzroy North including appliances, storage solutions, cleaning of graffiti and repairs.
- Coordinate office cleaning and the servicing of leased office equipment, such as photocopiers.
- Organise travel and accommodation requests and arranging venue hire, catering and room set up for meetings and events as required.
- Perform other duties as directed by CFO that fall within the expected scope of the position and as required from time to time depending on the needs of the organisation.

QUALIFICATIONS AND LICENCES

- A business or ICT/IM qualification is preferred.
- A current Victorian driver's licence

KEY SELECTION CRITERIA

- Awareness and appreciation of Aboriginal communities and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- High level customer service skills and demonstrated ability to provide a high quality and professional standard of corporate services support.
- Demonstrated experience in procuring and managing contracts for the supply of goods and services.
- Ability to build and maintain positive, productive and mutually beneficial working relationships and networks and to identify and balance the unique needs of internal and external stakeholders, to deliver on organisational objectives.
- Knowledge of IT systems (preferable but not mandatory) including the Microsoft suite of applications.
- Ability to work autonomously and to operate at a high level of personal responsibility for the effective completion of tasks.
- Highly organised with the ability to work on multiple tasks, manage competing priorities and work under pressure to meet deadlines.
- Approaches work in a methodical manner, enjoys focusing on and attending to detail, evaluates information and looks for gaps/limitations.

EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment.
- AHV is an equal opportunity workplace.
- AHV promotes a smoke-free workplace.
- A current National Police records' check and relevant valid state Working with Children Check are required.
- Attend mandatory and other training as required.