

Position Description

Position:	Head of Governance, Risk & Corporate Services
Reports To:	CEO
Award Classification:	Level 8 under the Social, Community, Home Care and Disability Services Industry Award 2010
Location:	Footscray VIC (Flexible work arrangements available, travel to other ASRC sites required)

Organisational context

The Asylum Seeker Resource Centre (ASRC) is a leading advocacy organisation for people seeking asylum in Australia. We are a values-driven organisation that strives to be part of a movement that helps people seeking asylum by providing direct services such as assistance with accommodation, food, casework, employment, education and legal services. We campaign and lobby with our sector to drive law reform and policy change.

At the heart of the ASRC strategy is the people we serve, and our commitment to ensuring that their voices of lived experience are embedded in all that we do. The ASRC exists for refugees and asylum seekers, and we are in the service of this community of people. It's important that our work and focus is led by what this community needs, expects and wants from us.

About the Team

The Governance, Risk and Corporate Services (GRCS) team is part of the People, Place and Enablement portfolio which includes Enabling Services (Operations and Facilities Management; Information Technology; People & Culture and Equity, Inclusion & Diversity; and Finance).

In an ever changing external operating environment a culture of continuous innovation and improvement across systems and facilities is critical to ensure the ASRC remains impactful, current and compliant - the GRCS Team facilitates and supports the day to day operations of the organisation, the governance underpinning the ASRC and also the delivery of key operational and strategic projects to support sustainable, responsible and compliant organisational outcomes.

The Head of GRCS will also work closely with the Office of the Executive, supporting the CEO and CFO in risk management and meeting the governance accountabilities for the organisation.

Position Purpose

The Head of GRCS will establish and lead a streamlined, coordinated, and cohesive governance and compliance approach to strengthen and expand risk and governance capabilities and support a strong and effective risk management culture across the ASRC. The Head of GRCS is responsible for the day to day leadership of the Corporate Services team which includes ICT, Operations and Property and Governance functions.

Over the next 12 - 18 months, the role will have a strong consolidation and enhancement agenda to ensure that our governance, risk, compliance, corporate services, policies and procedures are fit for purpose, up to date and best practice. This is an important leadership role within the organisation and will set the standard for responsible organisational administration and will champion and support the capability lift required for good governance by all managers. This role will be responsible for establishing the systems for proactive risk management and business continuity preparedness at all levels of daily operation. The role will reduce silos and bring a holistic and integrated approach to ensure good fit for purpose governance, strong systems hygiene, smart management of our assets and compliance with all key statutory and non-statutory obligations.

Key Accountabilities

Corporate Services & Business Consolidation

- Work closely with the CEO, CFO, Head of People & Culture and other members of the Senior Management Team to design, drive and lead business consolidation so that the ASRC is better enabled to meet objectives.
- Provide strong leadership of the ASRC Property and Digital strategy which articulates a clear and compelling vision of organisational uplift and improvements through the use of evidence based business cases including sound financial analysis and resource implications.
- Provide strong leadership support to the ICT Manager in the ongoing development and implementation of a cohesive organisation-wide digital strategy to support organisational efficiencies, productivity and objectives
- Develop and nurture strong, positive relationships with key stakeholders to ensure engagement and delivery of change
- Provide effective change management leadership and support so that the consolidation vision is delivered using innovative solutions.
- Provide strong leadership of the daily operations of the corporate services area, ensuring the business services function is delivering effective and efficient services to the ASRC, on time and budget.
- Ensure the development of appropriate business continuity and risk management planning across corporate services.
- Keep abreast of best practice change management and project management principles and applications, ensuring consistent implementation across all projects.

- Manage the budget associated with this role ensuring all budget accountability requirements are met accordingly.

Governance, Risk & Compliance

- Develop, implement, and maintain robust governance, risk, and compliance frameworks in line with NFP best practices and regulatory requirements.
- Ensure the ASRC meets all of its risk management obligations by leading the SMT to regularly monitor identified and emerging risks controls and reporting
- Assist the Office of the Executive and the CFO to meet the reporting and governance requirements of the ASRC Board and its committees, in line with regulatory and governance guidelines
- Assist the CEO and CFO to ensure that the ASRC meets all of its statutory and non-statutory governance and compliance requirements and that timely and adequate remediation is implemented when breaches are identified
- Ensure that the ASRC internal policy and procedures are fit for purpose, working with SMT to fully socialise across the workforce so staff and volunteers are aware of their roles and responsibilities
- Develop and implement a standardised and integrated system for project management for the ASRC
- Lead the Senior Management Team through day to day operations, risk and compliance accountabilities
- Work collaboratively with the SMT to support the implementation of organisational strategy. In particular, facilitate strategic outcomes by providing systems and tools that support efficient business management and delivery on strategic goals.

All ASRC Leaders Must:

- Actively role model and lead the improvements to occupational health and safety standards to ensure the ASRC workforce feel safe and supported at work.
- Centre the rights of people seeking asylum and actively working toward bringing the ASRC vision and purpose to life.
- Drive and embed the ASRC values through behaviours that contribute to a culturally safe, inclusive and respectful workplace.

Role Requirements

Essential Skills, Experience & Qualifications

- Bachelor's degree or postgraduate tertiary qualifications in business, law, or a related field or 7+ years of experience in compliance and governance.
- Substantial experience across a range of management areas at a senior level, including exposure to organisational governance, commercial/business entities, technology service delivery and medium or large scale project implementation.
- Outstanding capacity to act as a persuasive leader who can serve as an effective member of the Senior Management Team and who is able to communicate governance and risk-related concepts to a broad range of staff.

- Demonstrated ability to work with organisational leaders to support strategic planning and to implement processes that integrate business planning objectives into accountable outcomes.
- Demonstrated excellence in delivering transformational change, innovation initiatives, process improvement and reviewing organisational policy settings.
- Proven ability to identify, develop and evaluate strategic options and opportunities using applied forward thinking and entrepreneurial approaches.
- A demonstrated commitment to collaborative partnerships with experience in successfully developing commercial business opportunities to deliver on organisational objectives.
- Proven leadership ability with a passion for developing and enabling people
- Knowledge of the policy context of practice with asylum seekers visa categories/conditions, and the barriers faced by people seeking asylum in Australia

Desirable:

- Lived experience of seeking asylum

Policy and screening requirements

All ASRC staff and volunteers are required to adhere to policies and procedures which aim to further culturally safe, inclusive and respectful work practices. All offers of employment are subject to satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.

Last Review: September 2023

Due for Review: September 2024