



POSITION DESCRIPTION: MANAGER, CORPORATE & MEMBER SERVICES

- Title:** Manager, Corporate & Member Services
- Status:** Full time or 0.8 FTE, 18 months fixed term contract
- Reports to:** Director of Impact & Sector Strategy
- Classification:** Social Community Home Care and Disability Services Industry Award Level 5
- Salary:** Between \$85,000 - \$90,000 equivalent fulltime salary per annum (pro rata for part time). Salary includes an over award component plus superannuation and generous salary packaging

1. About the Federation

The Federation is the peak body for Victoria's Community Legal Centres (CLCs). Our members are at the forefront of helping those facing economic, cultural or social disadvantage and whose life circumstances are severely affected by their legal problem.

For over 40 years, CLCs have been part of a powerful movement for social change, reshaping how people access justice, creating stronger, more equitable laws, and more accountable government and democracy.

The Federation:

- Enables a strong collective voice for justice and equality;
- Mobilises and leads CLCs in strategic, well-coordinated advocacy and campaigns;
- Leads and supports ongoing learning, reflection and evaluation across the sector;
- Drives creativity and excellence in delivering legal services to communities.

2. Position purpose

The Manager, Corporate & Member Services acts as a critical enabler for the Federation and its members, by strategically driving key operational support priorities and providing an effective and efficient foundation of organisational excellence.

The Manager, Corporate & Member Services reports to the Director of Impact & Sector Strategy and will engage with members to understand member support service requirements and pursue opportunities to enhance capacity. The Manager, Corporate & Member Services will define, develop and implement a program of continuous improvement projects to support the Federation's positive growth, collaborate on

service priorities of member importance, leverage collective capacity of the members and ensure sustainable organisational effectiveness.

The Manager, Corporate & Member Services is also responsible for leading a dedicated team to deliver internal administrative and member services, driving a continuous improvement culture to ensure a best practice approach is applied to all organisation and member services.

3. Position responsibilities

Team Leadership

- Provide leadership and management:
 - Provide oversight and guidance in the coordination of all member related transactional services, activities and processes;
 - Provide oversight and guidance in the development, review and implementation of team administration and operational procedures;
 - Lead the recruitment and selection, performance management and people development within Corporate & Member Services team and oversee the effective engagement and utilisation of volunteers and interns;
 - Build workforce capability and capacity to inspire and engage the team to achieve our goals;
 - Foster a collaborative culture of team work, learning, creativity and excellence.

Member and Organisational effectiveness

- Facilitate a continuous improvement process by reviewing the Federation and member operating environment to identify change and pursue opportunities to support growth;
- Review the effectiveness and efficiency of Federation and member operations, and enhance performance by assessing key issues and developing realistic and achievable options for implementation;
- Investigate and implement system and process improvement options to streamline processes to maximize compliance, governance, effectiveness and efficiencies;
- Lead the management of administration systems and processes, facilities and logistics, information and communication technology, and knowledge management;
- Support people related processes, work health and safety, and risk and compliance requirements;
- Define, lead and deliver projects related to operational effectiveness:
 - Identify best practices and deliver continuous improvement of transactional procedures, and operational systems;
 - Manage the development, review and implementation of organisational policies and procedures;
 - Manage the development, review and implementation of organisation and member support service providers and associated contracts.

Member and Stakeholder Engagement

- Actively engage with all Member CLCs, Community Legal Centres Australia other state and territory peak bodies, consultants, funders and other relevant stakeholders to have input into continuous improvement programs and opportunities;
- Work with the Director of Impact & Sector Strategy to ensure effective and sustainable membership support and collaboration and enhance Member connectivity;
- Manage the development and implementation of centralised systems, processes and communication channels for member working groups to improve efficiency and ensure effectiveness.

Other

- Other duties as may be determined from time to time (by CEO and Director of Impact & Sector Strategy).

Values and Behaviour

- Promote and role model appropriate behaviour to support the Federation's culture, performance and profile.
- Actively support the Federation's commitment to the principles of diversity, inclusion and EEO.
- Actively demonstrate organisational values.

Health, Safety & Wellbeing

- Act in a safe manner at all times, including complying with all safety instructions and training given at the workplace.
- Participate in, and contribute to, health and safety awareness and improvements.
- Report all incidents, injuries and potential hazards in a timely manner.
- Ensure that the work is carried out in ways, which safeguard the health and safety of workers or others in their charge including contractors whom they engage.

4. Essential Experience

Skills and Experience

- Significant experience in supporting the effective management of business operations of an organisation such as operational administration, IT, human resources, finance or risk.
- Strong experience in best practice systems and process review, development and implementation.
- Demonstrated understanding and experience in change management within a continuous improvement context.
- Demonstrated project management experience and skills, including the ability to plan, prioritise, meet deadlines and drive project outcomes.
- Strong people leadership experience and demonstrated engagement of high performing and collaborative teams.
- Strong interpersonal, relationship building and consultation skills including the ability to communicate sensitively, influence outcomes and build mutually beneficial relationships.
- Advanced computer skills including proficiency in the use of MS Office packages.
- High level analytical skills and problem solving ability, as well as initiative and a proactive approach.
- Proven ability to contribute to a cohesive Federation team environment by sharing information, supporting team priorities and ensuring open communication.

Desirable

- Experience working in a small, fast paced organisation.
- Experience in a member-based organization.
- Experience with Nationbuilder.
- Tertiary qualifications in administration; management; business; quality improvement or other related discipline.

Personal Attributes

- Motivated by collaboration and collective success.
- Flexible, adaptive and able to work effectively in a small team with limited support.
- Openness to change, receptiveness to new ideas and exercises initiative.
- Capacity to work independently and monitor own work performance.

5. Location and work outside office hours

The position will be based at the Federation's office in Melbourne. Occasional work outside normal office hours may be required, such as to attend meetings and after hours events.

6. Applications

To apply for this position, please apply now through the Seek ad, or get in touch with Molly at Qudos Recruitment on 9821 4144.

We encourage applicants from Aboriginal and Torres Strait Islander Australians, people with disability, people from diverse cultural and linguistic backgrounds and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people to apply for this position.