



SEARMS Community Housing Aboriginal Corporation – Position Description

Position Title: Chief Business Officer	Business Unit: Corporate Services
Reports To: Chief Executive Officer	Direct Reports: As per Organisation Chart
Award Classification: SEARMS Executive Salary	Location: Batemans Bay with travel as required to Canberra location
Hours of Work: Full time, Mon – Fri 38 hours per week Span of hours: To be worked between the span of hours 8.00 am – 5.30 pm	
Primary Objective: <p>The Chief Business Officer (CBO) plays a hands on and strategic leadership role, reporting directly to the CEO and providing oversight of SEARMS' core business support functions, with a focus on human resources leadership, work health and safety (WHS) compliance, critical incident management, and quality assurance. The CBO supports the delivery of SEARMS' strategic objectives through best-practice corporate services, a safe and compliant workplace culture, and strong organisational systems.</p> <p>This role is pivotal in ensuring that SEARMS meets its legal, compliance and operational obligations as a community housing provider and employer, including oversight psychosocial safety, incident response frameworks, governance systems, and continuous improvement across the organisation.</p> <p>Recommendations – Best Practice:</p> <ul style="list-style-type: none">• Ensure all HR and WHS policies remain up-to-date and compliant with relevant legislation.• Embed trauma-informed and culturally safe practices across all corporate systems.• Implement and maintain a centralised incident reporting and response framework.• Regularly review and audit quality assurance systems to meet continuous improvement goals.• Build internal capacity in HR and WHS to reduce dependency on external providers over time. <p>The key responsibilities of the role include to:</p> <ol style="list-style-type: none">1. Human Resources Leadership2. Work Health & Safety compliance3. Critical incident management4. Organisational quality assurance and governance5. Leadership and corporate services6. Business Operations	



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Key Skills & Experience:

- Qualifications in Human Resources, Business Administration or related field.
- Strong experience in HR management, WHS compliance, and staff development.
- Demonstrated experience in critical incident response and risk management.
- Experience working in a community-controlled or not-for-profit environment.
- Understanding of Aboriginal cultural safety principles in a workplace context.
- Excellent interpersonal, coaching, and stakeholder engagement skills.



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Key Accountabilities		
Key Result Area	Major Activities	Performance Measures:
1. Human Resources Leadership	<ul style="list-style-type: none"> Provide strategic direction and executive oversight of human resource systems, policies, and frameworks. Manage recruitment, performance, talent development, and employee relations. Ensure compliance with Fair Work legislation, awards, and enterprise agreements. Support a culturally safe and inclusive workplace aligned to SEARMS' values. 	<ul style="list-style-type: none"> Maintain compliance with relevant awards and legislation. Ensure all HR policies are in place. Manage external consultancy arrangements. Manage payroll and related statutory reporting and payments. Support the implementation of a company culture that attracts and sustains talent. Ensure that performance reviews are completed within set timeframes. Annual staff survey
2. Work Health & Safety Compliance	<ul style="list-style-type: none"> Maintain a robust WHS compliance framework in line with legislative requirements. Ensure managers understand and apply risk management responsibilities. Lead quarterly WHS meetings and reporting processes. Oversee WHS incident and hazard reporting, response, and mitigation strategies. 	<ul style="list-style-type: none"> Quarterly WHS meetings. Comprehensive reporting of workplace incidents, hazards and near misses. Ensure organisational WHS requirements are met. Attend and actively participate in WHS and other mandatory training. Maintain WHS registers.
3. Critical Incident Management	<ul style="list-style-type: none"> Lead response planning and coordination for critical incidents, including staff support, stakeholder communication, and compliance reporting. Support post-incident reviews and implementation of continuous improvement actions. Ensure all staff are trained in incident response protocols. 	<ul style="list-style-type: none"> Ensure all critical incidents are reported and responded to within required legislative and organisational timeframes Incident response plans are activated and followed according to SEARMS protocols 100% of the time. Post-incident reviews are completed and documented with clear improvement actions. Compliance reporting to regulators and stakeholders completed on time with no overdue items.
4. Organisational quality assurance and governance	<ul style="list-style-type: none"> Maintain and improve quality assurance systems and compliance with NRSCH and other sector standards. Manage and regularly update policy and procedure frameworks across business operations. Act as Board Secretariat and ensure effective meeting coordination, minute-taking, and record keeping. Ensure compliance registers and documentation are current and auditable. 	<ul style="list-style-type: none"> Compliance requirements met in full during audits, with no critical non-conformances. All policies and procedures reviewed at least every two years or sooner if legislation changes, with review dates tracked. Compliance registers (e.g., WHS, risk, contracts, governance) are maintained with data accuracy and are audit-ready at all times. Quality assurance system improvements implemented at least quarterly and reported to the CEO/Board.



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5. Leadership and Corporate Services	<ul style="list-style-type: none"> Lead the Corporate Services team in delivering high-quality administrative and business support services. Coach and mentor staff to build internal capability and accountability. Foster a professional, safe, and collaborative workplace culture. Support the CEO in strategic initiatives and represent SEARMS in relevant forums. Support the Board with logistical meeting support including collating and distribution of board papers 	<ul style="list-style-type: none"> Corporate Services team achieves agreed service delivery targets each quarter. Staff performance reviews for direct reports are completed within organisational deadlines. Demonstrated improvement in staff engagement or satisfaction through annual staff survey results. Internal capability improved—measured by reduction in reliance on external HR/WHS consultants. Positive workplace culture maintained. Active participation in sector or stakeholder forums annually representing SEARMS.
6. Business Operations	<ul style="list-style-type: none"> Managing grant funding applications & submissions. Take the lead in grant funding acquittals and reporting. Liaise with the communications manager in maintaining the brand awareness, reputation management & audience engagement. Have diligent oversight of the general day to day operations and on best practice to ensure SEARMS operates to consistently high standards. Manage small projects in line with funder requirements, legislation and policies, procedures and governance practices. Ensure compliance with NRSCH standards as relevant. Raise the profile and reputation of the organisation by participating in networking events and forums and being an active member and advocate for the Aboriginal community housing sector. 	<ul style="list-style-type: none"> Continuous sourcing of cost-efficient measures for the organisation. Clean, safe working environment for all staff. Maintaining quality measures. Keeping all policies & procedures up to date under business operations. Attend at relevant forums and conferences. Maintain a grant and acquittals calendar. Monthly reporting to the CEO. Any other business functions that the CEO may direct.
Key Challenges:		Key Behavioural Competencies
<ul style="list-style-type: none"> Achieving cost-effective outcomes in a sensitive and complex environment. Provide leadership and maintain strong relationships across the organisation and community. Leading and motivating the team to deliver on the requirements on key result areas and the overall strategic objectives of the organisation. Managing a high workload across multiple compliance areas with tight deadlines. 		<p>Client Focus - is dedicated to meeting the realistic expectations and requirements of internal and external clients; gets first-hand client's information and uses it for improvements in products and services; acts with clients in mind; establishes and maintains effective relationships with clients, stakeholders and service providers and gains their trust and respect.</p> <p>Conflict Management - Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise.</p> <p>Decision Quality - Makes good decisions in a timely manner based upon a mixture of analysis, wisdom, experience, and judgment; most of her/his solutions and suggestions turn out to be correct and</p>



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<ul style="list-style-type: none"> Building a strong performance and accountability culture while navigating sensitive internal issues. Balancing hands-on operational needs with strategic planning. 	<p>accurate when judged over time; sought out by others for advice and solutions.</p> <p>Learning on the Fly - Learns quickly when facing new problems; a tenacious and versatile learner; open to change; analyses both successes and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything.</p> <p>Priority Setting - Spends her/his time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.</p>
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Position Dimension & Decision-Making Authority as per delegation schedule:	Key Communication Contacts:	
<p>Without referral to CEO –</p> <ul style="list-style-type: none"> Routine staff management decisions Operational expenditure within delegation and budget Management of performance and employee relations <p>After Consultation with CEO –</p> <ul style="list-style-type: none"> Operational expenditure outside delegation and budget <p>Referred to Executives or others –</p> <ul style="list-style-type: none"> Capital expenditure Strategic direction – including Communications Budget setting 	<p>Contact/Organisation</p> <p>CEO</p> <p>Executive Team</p> <p>All Senior and Line Management Staff</p> <p>External Agencies and stakeholders</p>	<p>Purpose/Frequency of Contact</p> <p>As needed</p> <p>Weekly – Strategic planning</p> <p>As needed - Ensure services are provided in line with the overall objectives of the organisation</p> <p>As required – building and maintain relationships</p>

Name _____

Signed _____

Date _____