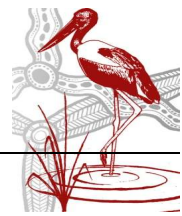


Position Description



Position	Corporate Services Manager
Division	Corporate Services
Reports To	General Manager/Chief Executive Officer
Direct Reports	Compliance & Quality Systems Officer, Finance Officer
Location	Any office location (hybrid work available)
Applicable Award	Social, Community, Homecare and Disability Services Industry Award 2010 (SCHADS)
Level	TBC
Date	November 2025
Approved by:	

About MLAHMC

Who we are

MLAHMC Limited is a large Aboriginal community housing management organisation in NSW. Established in 2004 to manage the collective housing stock of 8 organisations who were located along and near the Lachlan River, MLAHMC now manages across approximately 30 communities in regional, remote and very remote locations stretching from Lithgow in the east, Wilcannia in the west, Quenbeyan, Wagga Wagga and Dareton in the south to Goodooga and Enngonia in the north.

Our Vision and Purpose

As an Aboriginal organisation, our vision is for stronger and healthier families and communities through the provision of sustainable, quality housing and related services.

We exist to:

1. Provide effective and high-quality **tenant-focused** Aboriginal housing services.
2. Involve **Aboriginal people and communities** in how we make our decisions.
3. **Engage in business and community development**, and provide training and employment services, to support our vision.
4. **Build relationships** based on confidence and trust with appropriate **partner organisations** and the wider community.
5. Be a viable and efficient Aboriginal controlled organisation that is accountable to its **stakeholders**.

Our Values

We achieve our vision, purpose and goals by:

- **Compassion** and **respect** for culture, community and each other, including for the privacy of tenants and communities.
- **Transparency, accountability, integrity, and trust.**
- **Commitment** – to our organisation, staff and community.
- **Sustainability, quality and excellence** in what we do.
- **Innovation and leadership.**

Position Description



Position Purpose

The Corporate Services Manager provides strategic and operational leadership across MLAHMC's human resources, IT systems, and risk and compliance functions.

This role ensures the organisation meets all statutory and regulatory obligations, and supports sound decision-making through accurate reporting, data integrity, and business systems efficiency and effectiveness.

As a key member of the Executive Leadership Team, the Corporate Services Manager partners with the CEO and Manager, Housing Operations to strengthen MLAHMC's policies and processes, corporate governance and compliance under the National Regulatory System for Community Housing (NRSCH) and AHO Registration.

Key Accountabilities

Governance

- . (Charlie)
- Oversee the external accounting relationship and improve its efficiency and effectiveness.
- Develop, implement and maintain robust records management and policies and procedures throughout the organisation that ensures NRSCH and ATO registration requirements are met.
- Own the organisations corporate governance, risk and compliance, frameworks ensuring ASIC and related requirements are met.
- .(Charlie)

Corporate Services, HR, and ICT

- Own the corporate policy framework for Governance, Risk, HR and ICT; maintain version control, review cycles and staff awareness.
- Oversee ICT strategy and core systems ensuring their security, reliability and continuity.
- Maintain HR framework and payroll governance that ensure compliance with relevant Awards and WHS legislation.
- Manage insurance, licences and registrations ensuring timely renewals and coverage adequacy.
- Support procurement and contract management processes for finance and corporate services related services.

Compliance, Audit, and Risk

- Ensure MLAHMC meets all legal and regulatory obligations under the NRSCH, Corporations Act and ATO, and coordinate NRSCH audit readiness and evidence collation.
- Lead the internal and external audit and compliance activities and implement recommendations.
- Maintain the organisational risk register and support the CEO in reporting risk and compliance matters to the Board.

People Management

- Provide effective supervision, guidance, and performance management to direct reports, ensuring clarity of roles, accountability, and professional growth.
- Support cultural and professional capability development within the corporate services team.
- Foster collaboration between teams/functions to improve service delivery and organisational cohesion.
- Promote a respectful, supportive, and culturally safe work environment.

Leadership and Organisational Contribution

- Provide strategic advice to the CEO and Executive Team governance, compliance, business

Position Description



improvement and change management opportunities.

- Contribute to strategic and operational planning processes, providing financial and performance insights to guide decision-making.

Capabilities and Attributes

Essential

- Demonstrated understanding and respect for Aboriginal cultural beliefs, values, and community priorities.
- Strong understanding of compliance, and statutory reporting obligations.
- Experience implementing and managing ICT and HR systems in small to medium organisations.
- Demonstrated ability to build productive relationships with regulators, and funding bodies.
- Sound knowledge of corporate governance and risk management.
- High level of integrity, accountability, and professional judgement.
- National Criminal History Check and Working with Children Check (or willingness to obtain).

Desirable

- Identifies and Aboriginal or Torres Strait Islander.
- Experience in community housing, not-for-profit, or Aboriginal community-controlled organisations.
- Familiarity with AHO funding, compliance and reporting frameworks.
- Company secretarial duties

Personal Attributes

- **Cultural Integrity** – Respects and promotes Aboriginal culture, values, and community priorities in all financial and corporate decisions.
- **Professional Judgement** – Applies sound financial, ethical, and governance judgement in decision-making and stewardship of organisational resources.
- **Accountability** – Takes ownership for financial accuracy, compliance, and outcomes, ensuring commitments and statutory obligations are met.
- **Independence and Initiative** – Operates with autonomy and reliability, driving improvements in systems, processes, and reporting quality.
- **Leadership Presence** – Builds confidence and trust across the organisation through integrity, transparency, and professional credibility.
- **Analytical Thinking** – Synthesises complex financial and operational data to inform sound decision-making and strategic insight.
- **Adaptability and Resilience** – Maintains composure and focus on complex or changing environments.
- **Collaboration** – Actively builds relationships, encourages teamwork, and supports shared organisational goals.
- **Continuous Improvement** – Identifies and implements opportunities to strengthen systems, performance, and compliance.

Role Parameters and Challenges

- Hybrid role with travel to regional offices, community locations, and external stakeholder meetings.
- Review the finance and payroll functions currently outsourced to external providers to assess efficiency to guide long-term sustainable internal capability.
- Balancing strategic projects with hands-on operational delivery in a small, multi-functional team.

Position Description



- Ensuring compliance with NRSCH and legislative requirements while maintaining day to day operations.
- Operating in a resource-constrained environment requiring adaptability, resilience and cultural awareness.

Organisational Conduct and Contribution

As a representative of MLAHMC, every team member plays a vital role in upholding our cultural, ethical and professional standards.

- Model MLAHMC values, cultural protocols, and professional standards in all work.
- Comply with MLAHMC policies, procedures, and codes of conduct.
- Operate within financial and decision-making authorities and delegations and maintain accurate records of decisions and actions.
- Identify and promptly report risks, incidents, compliance or system issues to the Office Manager or General Manager.
- Represent MLAHMC positively in all community and stakeholder interactions.
- Foster trust, respect, and cultural safety in all engagements with tenants, colleagues, and partners.
- Contribute to organisational goals by collaborating with colleagues and assisting across regions when required.
- Support continuous improvement by providing constructive feedback to enhance systems, processes and service delivery.

Acceptance

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

Name

Date

Employee Signature
