

# ROLE STATEMENT

<b>Role Title:</b>	Executive Director of Shared Services
<b>Department:</b>	Shared Services
<b>Location:</b>	Brisbane
<b>Reports to:</b>	CEO. This role is a member of the Executive of SU QLD.

<b>Direct Reports (roles):</b>	<b>Total Number of Reports (head count):</b>
Director of Finance and Administration Head of People Services IT Manager Business Systems Manager Child Safety and Risk Manager	5 direct reports  Approximately 29 in your Department

## SU Qld Vision & Mission

Our **mission** is to bring God's love, hope and good news to children and young people.

Our **vision** is to see each child and young person connected and supported in community, serving others, and experiencing fullness of life.

SU QLD is an inter-denominational Christian organisation which has worked in schools for more than 80 years and has successfully employed chaplains since 1990. We have more than 700 people and a highly valued network of 3500 volunteers.

## Purpose of Role

The Executive Director of Shared Services is responsible for the strategic development of back office support to meet the evolving needs of the entire organisation, and to assist the CEO in the formation of a national SU movement.

The role has a national dimension, in that the Shared Services team already provides a range of services to SU movements in other states and territories, and we are working towards a national SU movement, which the Shared Services would support as the national shared services team. Once the national dimension is developed, it may be the Shared Services functions can be further developed to support SU movements outside Australia and other Christian ministries.

The Executive Director of Shared Services is responsible for defining key financial management metrics on overall organisational financial management objectives and optimising the costs of services through a mix of internal and external resources, including the establishment of strategic provider partnerships.

The required shared services are diverse, and need to evolve to meet the evolving needs of the organisation (both in its current focus, and as the national SU movement is developed), including the need for:

- Overall development of support for ministries and ministry support functions;

- Financial and management accounting, and strategic organisational financial development and reporting;
- People services – HR business partnering, IR, remuneration, payroll, recruitment, organisational learning, policies and procedures, and performance and conduct management (in relation to chaplains, supporting the Field Performance team which reports to the Director of Mission Support);
- Asset management (buildings, camp site, vehicle fleet);
- Supplier and contracts management;
- IT and business systems management;
- Management and development of our health safety and child protection systems (including policies and procedures), risk management procedures and systems, and insurance.

Key Relationships	
Internal	<ul style="list-style-type: none"> <li>○ The CEO and Board of Directors.</li> <li>○ The SU Executive Team, comprising: the CEO; the Director of Field Operations; and the Director of Mission Support. This role is a member of that Executive Team.</li> <li>○ Key leaders in the Mission Delivery team and Mission Support team (as identified by the executive for those teams)</li> <li>○ The CEOs, state directors and operational leaders of other SU movements within Australia.</li> </ul>
External	<ul style="list-style-type: none"> <li>○ Government departments (including the ACNC, the ATO, ASIC, state/territory charities regulators, the NDIA)</li> <li>○ Insurers</li> <li>○ Major suppliers and customers of the Shared Service team’s services</li> <li>○ Accounting and legal advisors</li> <li>○ Auditors</li> </ul>

Key Responsibilities	Expected Outcomes
<p><b>1. Spiritual leadership</b></p> <ul style="list-style-type: none"> <li>○ Provide spiritual leadership and support for the Shared Services team.</li> <li>○ Encourage staff and volunteers through word and example to live a Christ centred life, committed to the Bible and to prayer.</li> </ul>	<ul style="list-style-type: none"> <li>○ You seek to follow Christ and his example in your relationships, decision making and conduct.</li> <li>○ You develop and maintain a culture where our people consider themselves followers of Christ first, and Christian leaders in their community/place of work second.</li> <li>○ Your people exhibit the fruit of the Spirit in their work and personal lives.</li> <li>○ Each team member has a clear understanding of their role within the broader department objectives, and receive the training, resources,</li> </ul>

	<p>feedback and support necessary to excel at their role.</p>
<p><b>2. Strategic development, alignment and delivery</b></p> <ul style="list-style-type: none"> <li>○ Work with the CEO and Executive team to develop overall strategy for the organisation, and to align your team behind the organisation’s strategies.</li> <li>○ Proactively manage ongoing change by being a ‘champion of change’ by listening and informing people of the compelling reasons for change, strategic direction and the provision of clear goals and expectations.</li> </ul>	<ul style="list-style-type: none"> <li>○ As a member of the Executive Leadership Group, you will lead and support business transformation initiatives creating a culture that embraces change, customer service and continuous improvement.</li> <li>○ Your department delivers the strategic objectives determined by the CEO.</li> <li>○ Your department meets the organisation’s needs in relation to back office services, including: finance, human resources and IR, technology and information, asset management, health and safety, and child protection.</li> <li>○ People and resources are mobilised and organised effectively so all teams are well supported in their activities.</li> </ul>
<p><b>3. Risk and Financial management</b></p> <ul style="list-style-type: none"> <li>○ Implement sound risk management practices and oversight for your team and its work.</li> <li>○ Provide direct advice to the Board, Chief Executive Officer and the Executive Leadership Group in relation to all operational and strategic financial matters including delivery of the long term financial strategy, budgeting and reporting.</li> <li>○ Use your significant financial modelling experience to facilitate and underpin key business decisions and improved financial performance, particularly in relation to providing commercial support for new business opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>○ SU QLD finances are managed responsibly and transparently.</li> <li>○ The SU QLD Board is provided with timely, accurate and insightful information about the financial and risk position of the organisation.</li> <li>○ Each leader in SU, and each local ministry team is provided with timely, accurate and insightful information about the financial and risk position of their team or ministry.</li> <li>○ Risks are being identified and managed in accordance with applicable regulatory requirements and SU QLD’s Health Safety and Child Protection policies and procedures, and SU QLD’s risk management policies and procedures.</li> </ul>

<p><b>4. Integrated service approach</b> Lead, develop and support a unified and effective team in a model of shared services support for all facets of the organisation.</p>	<ul style="list-style-type: none"> <li>○ You lead a team so that it works seamlessly with other teams to provide the support needed for mission delivery.</li> <li>○ Effective communication, and information sharing, is established and maintained throughout the department and with other departments.</li> <li>○ Data and evidence based evaluations are conducted on the effectiveness of service delivery.</li> </ul>
<p><b>5. Stakeholder relationships</b></p> <ul style="list-style-type: none"> <li>○ Develop and maintain top level and strategic external relationships</li> <li>○ Form positive, collaborative and service orientated relationships with internal and external stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>○ SU QLD enjoys constructive relationships with key people in other organisations.</li> </ul>
<p><b>6. Team Contribution</b></p>	<ul style="list-style-type: none"> <li>○ Contribute to the effectiveness of the Executive team, and provide support to the CEO as required.</li> <li>○ Work effectively with the SU QLD Board's Finance Committee and Risk Committee.</li> </ul>

<p><b>Qualifications</b></p>
<p>CA or CPA Qualifications together with high levels of experience (8 years +) in leading a finance or shared services team, preferably within a not-for-profit environment.</p>

<b>Required Competencies</b> The successful candidate will exhibit strengths in the following competencies:	<b>Definition</b>
<b>Vibrant and mature Christian faith</b>	A demonstrated commitment to the Christian faith. An understanding of the core teachings of the Bible and an ability to articulate its message appropriately and apply them in personal circumstances. A commitment to working with various Christian denominations and an appreciation for the theological issues important for working in an interchurch context.
<b>Strategic leadership</b>	Creating and achieving a desired future state (vision) through influence on organisational values, individual and group goals, reinforcements, and systems.
<b>Managing Change</b>	Understanding the complexities and processes involved in managing an organisational change program involving, including communication strategies, significant job/and or people changes and redefining organisational expectations.
<b>Empowering and influencing teams</b>	Using appropriate interpersonal styles and methods to inspire and guide individuals and teams toward goal achievement; modifying behaviours to accommodate the tasks, situations and people involved.
<b>Communication</b>	Communicating effectively (written and verbal) in a timely manner with internal and external stakeholders.
<b>Delegation of authority &amp; responsibility</b>	Allocating decision-making authority and task responsibilities to appropriate team members; utilising team members' time, skills and potential effectively.
<b>Financial astuteness</b>	Understands financial data and can manage financial resources, including budgets and resource allocation.
<b>Organisational awareness</b>	Using knowledge of systems, situations, pressures, and culture inside the organisation to identify potential organisational problems and opportunities; perceiving the impact and the implications of decisions on other components of the organisation.
<b>Strategic planning</b>	Establishing a course of action to accomplish a long-range goal or vision; allocating resources – human, material, financial; defining intermediate goals and contingencies.



**Additional Requirements**

SU QLD requires the successful candidate to be:

1. able to subscribe to the aims, beliefs and working principles of SUI
2. able to demonstrate a living and personal relationship with Jesus Christ
3. able to show strong Christian character evidenced by servant leadership, valuing of people in general and marginalised people in particular
4. a member or adherent of a local Christian church that we recognise
5. a holder of a “Blue Card” from the Commission of Children and Young People for the purposes of child related employment
6. willing to work under SU Qld’s Staff Code of Conduct and ‘Our Team’ policy.

<b>Developed By</b>	People Services
<b>Date</b>	12 November 2018
<b>Approved By</b>	CEO
<b>Date</b>	20 November 2018