



POSITION DESCRIPTION	
<b>Title</b>	<b>Corporate Services Manager</b>
<b>Reports To</b>	Chief Executive Officer
<b>Direct Reports</b>	Admin & HR Officer
<b>Position Type</b>	Fixed-Term Contract – 12 Months (0.8 FTE / 30 hours per week)
<b>Hours of Work</b>	This is a part-time position of 30 hours per week (0.8 FTE), worked across four weekdays during business hours. Specific days and hours will be agreed with the CEO and may vary to meet organisational requirements.
<b>Employment Conditions</b>	<p>The salary has been benchmarked against Community Services Worker Level 8.2 of the Crisis Assistance and Supported Housing Industry (WA) Award.</p> <p><b>Employees Benefits</b></p> <ul style="list-style-type: none"> <li>• Four (4) weeks annual leave per annum (pro-rata) plus 17.5% leave loading, in accordance with applicable legislation and employment conditions.</li> <li>• Salary packaging benefits in accordance with organisational policy</li> <li>• Employee Assistance Program (EAP)</li> </ul>
<b>About the Organisation</b>	<p>Newman Women's Shelter (NWS) is a Not-For-Profit organisation providing Family and Domestic Violence (FDV) and support services across Newman and the East Pilbara region. Services include:</p> <p><b>Supported Accommodation:</b> Emergency, Crisis, and Transitional housing</p> <p><b>Communities Outreach:</b> Mobile Outreach Initiative, FDV remote community support</p> <p><b>Emergency Relief:</b> Food in the Park Project, financial assistance, and material aid</p> <p><b>Youth Services:</b> Martu Night Patrol, Safe Space, Martu Youth Support</p> <p><b>Counselling Services:</b> Specialist FDV and youth counselling</p> <p><b>Our Values: Integrity   Humility   Collaboration   Accountability   Excellence</b></p> <p>NWS is a culturally safe, diverse and environmentally conscious organisation. We are signatories of the Cultural Compact and recognise Nyiyaparli Traditional Owners of the Country on which Newman stands and the Martu people as the Custodians of Jigalong which sits in Nyiyaparli Country.</p>
<b>Position Purpose</b>	<p>The Corporate Services Manager provides strategic leadership of NWS's corporate services functions, ensuring effective governance, compliance, organisational systems and business support services.</p> <p>Reporting to the CEO, the role leads the Corporate Services function and oversees governance, policy management, organisational compliance and key corporate systems to support a sustainable, accountable and well-governed organisation. The position works collaboratively with the Manager, Operations to align corporate services with organisational priorities and service delivery.</p>
<b>Key Responsibilities</b>	<p><b>Key accountabilities</b></p> <ul style="list-style-type: none"> <li>• Corporate governance and Board support processes are coordinated and reliable</li> <li>• Compliance obligations, registers and review schedules are current and actively monitored</li> <li>• The NWS policy and procedure framework is controlled, current and progressing in an orderly way</li> <li>• Financial reporting flow and corporate reporting discipline are strengthened</li> <li>• Corporate systems, document control and internal processes are clearer and more consistent</li> <li>• The corporate services stream operates with clear accountability and supports organisational sustainability</li> </ul>

## **1. Team Leadership**

- Provide leadership, supervision and performance management to direct reports, including workload planning, professional development and performance reviews.
- Foster a positive, accountable and high-performing corporate services function and act as the primary escalation point for team matters.

## **2. Governance and Board Support**

- Oversee the implementation, review and maintenance of governance instruments, including delegations, conflict of interest management, policies, procedures and Board-related frameworks.

## **3. Compliance and Organisational Controls**

- Oversee organisational compliance, risk management and corporate governance systems, ensuring statutory, regulatory and funder obligations are monitored and met.
- Maintain organisational registers, audit actions, contracts, leases, insurance and review schedules to support effective organisational control and accountability.
- Establish and maintain the organisational risk register, coordinating identification, assessment and treatment of strategic and operational risks, and supporting the Board-level risk management framework through regular risk reporting.

## **4. Policy and Procedure Framework**

- Lead and maintain the organisation-wide policy and procedure framework, including document control, version management, review schedules and approval processes.
- Coordinate policy development and review activities to ensure consistency, accountability and compliance across the organisation.

## **5. Corporate and Funder Reporting**

- Coordinate organisational reporting schedules and compliance submissions, ensuring funder, regulatory and corporate reporting obligations are completed accurately and on time.
- Support the CEO, Finance Manager and program leads in the preparation, review and submission of reports as required.
- Coordinate Board and Committee reporting processes, including the collation, quality assurance and distribution of Board papers and governance reports.

## **6. HR Framework and Corporate Systems**

- Oversee corporate systems and workforce compliance processes, including Employment Hero, SharePoint, Power Automate, mandatory training, screening registers, compliance reporting and related administrative systems.
- Maintain HR-related policies, procedures and administrative frameworks to support consistent people management practices across the organisation.

## **7. Organisational Improvement**

- Lead and monitor corporate improvement initiatives that strengthen governance, systems, reporting, accountability and organisational effectiveness.
- Work collaboratively with the Manager, Operations and management team to ensure corporate systems and controls effectively support service delivery outcomes.

### **Key working relationships**

- CEO
- Manager, Operations (2IC)
- Finance Manager
- Admin & HR Officer
- Program Coordinators, where relevant

<b>Skills, knowledge and experience</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Demonstrated ability to work respectfully and effectively within a culturally diverse environment, with an understanding of Aboriginal communities, cultural considerations and the importance of culturally safe organisational practices.</li> <li>• Demonstrated experience in an administration, governance, compliance or office management role</li> <li>• Experience in a not-for-profit, community services or human services environment</li> <li>• Demonstrated capability implementing or building out Employment Hero or a comparable HRIS, including templates, workflow automation and data migration</li> <li>• Senior-level experience leading governance, compliance, policy or corporate services functions</li> <li>• Strong organisational skills with the ability to manage multiple priorities and meet deadlines</li> <li>• High attention to detail and accuracy in record keeping and documentation</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to use initiative, work independently and take ownership of responsibilities</li> <li>• Sound interpersonal skills and the ability to work collaboratively across the organisation</li> <li>• Competency in Microsoft Office Suite (Word, Excel, Outlook, Teams)</li> <li>• Commitment to the values and mission of NWS</li> </ul>
<b>Qualifications</b>	Relevant qualifications in business administration, management, human resources or a related field. Current C Class Driver's License. Current National Police Clearance. Current Working with Children Check.