



**North Australian Indigenous Land
and Sea Management Alliance**

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Looking after Our Country... Our Way

POSITION DESCRIPTION

POSITION TITLE: Corporate Services Manager
LOCATION: Darwin
REPORTING TO: Chief Operations Officer
SALARY RANGE: \$95,000 - \$110,000
PREPARED: 8 February 2024

Northern Australian Indigenous Land and Sea Management Alliance (NAILSMA)

NAILSMA is an Indigenous-led not-for-profit company that operates across northern Australia to assist Indigenous people manage their country sustainably for future generations. We provide Indigenous leadership in the delivery of large-scale and complex programs that meet the environment, social, cultural, and economic needs of Indigenous people across northern Australia. **NAILSMA highly encourages Aboriginal and Torres Strait Islander people to apply.**

Position Overview

The Corporate Services Manager (CSM) is responsible for the effective and efficient management of NAILSMA's corporate service functions and systems. The position will provide high level assistance to the Chief Operations Officer (COO) and supervise administration staff.

Working Relationships

The CSM will be required to maintain positive professional working relationships with internal stakeholders such as the CEO, COO, Management, and all staff plus external stakeholders such as service providers, government agencies, funding bodies, partners, consultants, community members and volunteers.

Role Context

NAILSMA is an Indigenous organisation that leads Indigenous land and sea management across northern Australia. It works with and supports a developing network or alliance of groups, organisations and communities who are involved in practical Indigenous land and sea management of their country. The position will support NAILSMA achieve its strategic direction through the provision of high-level management of NAILSMA's corporate service functions and systems.

Responsibilities (Duties)

Administration

- Lead a team to manage the business administration and office management requirements of the organisation including but not limited to data management, procurement, travel, logistics, assets, facilities, admin email account, office supplies, mail, and service providers.
- Supervise and manage administration staff

Human Resources

- Oversee the provision of effective industrial relations and employee relations support and advice across all levels of the organisation, in areas including:
 - Performance/achievement management and behaviour management
 - Workforce planning, resourcing, and organisation structure
 - Recruitment, talent management and succession planning
 - Skills/capabilities review, development and training; and
 - Reward and recognition
- Contribute to the development and implementation of effective human resource management policies to meet business outcomes, including the establishment of a framework to monitor and report on objectives

Governance

- Assist in the oversight of the management of all elements of governance systems and compliance, working with independence and responsibility to make decisions within corporate policy and legislative constraints.
- Key focus areas include but not limited to:
 - Policy and procedure management and review;
 - Meetings/agenda/minute management;
 - Internal review functions;
 - Complaint management;
 - Ombudsman support;
 - Code of Conduct management;
 - Freedom of Information management;
 - Delegations and authorisations for prescribed officers;
 - Compliance framework; and
 - Annual review processes.
- Provide secretariat support for the NAILSMA Board as requested by the CEO or COO

Organisational Work Health and Safety

- Oversee the implementation and management of WHS policy, procedures and programs, training and the identification of workplace risk control
Ensure staff are well equipped to assess and manage workplace risk and ensure workplace safety in their areas of responsibility. t

Risk Management

- Develop and manage NAILSMA's Risk Framework
- Develop, implement and administer an effective business continuity framework, which ensures

plans for business continuity and emergency management are in place, communicated and understood

- Manage the delivery of Risk/Audit and WHS Programme, ensuring functions are delivered in accordance with relevant legislation, acts, regulations and by-laws
- Responsible for the leadership, innovation, governance, and management necessary to identify, evaluate, mitigate, and monitor NAILSMA's operational and strategic risk
- Develop NAILSMA's Risk Management Strategy, tools, practices, and policies to analyse and report risks, and to manage risks according to a risk management framework
- Oversee the development, implementation and management of the Risk Management Policy and Risk Management Program
- Comply with Risk Management Policy and Risk Management Program
- Understand the principles of risk management and the application to property and liability
- Ensure that people managers demonstrate principles of risk management are being undertaken
- Ensures the organisation's risk management policies and strategies are in compliance with applicable laws and regulations

Information Technology (IT)

- Oversee the development, implementation, and maintenance of NAILSMA's information technology, including information security and data protection
- Advance NAILSMA's technologies, contract management and key stakeholder relationships, as well as promoting awareness and ensuring legislative compliance and best practice in all aspects of information technology
- Implement IT governance structures and IT strategies to promote the variety of services and information provided by IT services. Ensure that business process solutions are 'fit for purpose'

Information Management (IM)

- Oversee the development, implementation, and maintenance of the information management services
- Promote awareness and ensure legislative compliance in all aspects of information management

Knowledge, Experience and Skills

- Knowledge and understanding of Aboriginal and Torres Strait Islander societies and peoples and demonstrated ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander people.
- Demonstrated experience in providing high level business administration support
- Comprehensive knowledge of and practical experience in Work Health and Safety Practices, the principles of Equal Employment Opportunity, ethical practice, and workplace diversity.
- Comprehensive knowledge of and practical experience regarding legislative and risk management frameworks/programs and experience in implementing an effective risk management program
- Demonstrated experience in effective oral and written communication with a focus on building and maintaining positive professional relationships with internal and external clients and stakeholders
- Demonstrated leadership and management experience
- Demonstrated high-level organisational skills and ability to meet competing deadlines
- Demonstrated ability to establish control measures for management of legal / compliance requirements

- Demonstrated ability to effectively exercise objective professional judgement, having regard to legislation, policies, and organisational priorities
- Knowledge of and experience in developing, implementing and managing organisational Information Technology and Information Management

Desirable

- Relevant tertiary qualifications