

## JOB DESCRIPTION

<b>Position Title</b>	General Manager – Corporate Services	
<b>Department / Division</b>	Executive Management / Corporate Services	
<b>Position Number</b>	3002	
<b>Salary Agreement/Award</b>	Curtin Student Guild Enterprise Agreement	
<b>Position Classification</b>	Level 10	
<b>Nature of Employment</b>	Full-Time / Part-Time considered	
<b>Reporting Structure</b>	<b>This position reports to</b> Managing Director (MD)	
	<b>Positions reporting to this position</b> <i>(or positions nominated by MD)</i> Management Accountant Manager – Technical Services (IT) HR & Safety Officer Governance Officer	
<b>Our Mission</b>	To enrich the student experience through a strong student voice and inclusive services, whilst fostering a vibrant and fun community.	
<b>Our Vision</b>	To be the leading and most trusted, independent, student-run organisation in Australia, that is highly valued by our students, the broader sector and community.	
<b>Our Values</b>	Autonomy   Equity   Accountability   Community   Sustainability	
<b>Purpose of Position</b>	The General Manager Corporate Services is responsible for providing strategic leadership, operational oversight, and continuous improvement across the Guild’s core corporate service functions, including Human Resources (HR), Finance and payroll, Information Technology (IT), Governance and Work Health Safety (WHS). The role ensures these functions operate efficiently, transparently, and in alignment with the Guild’s strategic objectives and regulatory obligations.	

	<p>The role carries senior, organisation-wide responsibility for HR and industrial relations strategy, workforce capability, employee relations, and the effective management of employment-related risk.</p> <p>Reporting to the Managing Director (MD), the position also works collaboratively with the Guild Executive, elected student representatives, and operational leaders to strengthen organisational capability, support a high-performing and compliant workforce, safeguard the Guild's financial sustainability, and maintain robust governance frameworks.</p> <p>Through effective stewardship of corporate systems and resources, the General Manager Corporate enables the Guild to deliver high-quality services, initiatives, and advocacy outcomes for students.</p>
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**KEY DUTIES AND RESPONSIBILITIES**

**Responsibilities may include but are not limited to:**

**1. Strategic Leadership & Culture**

- Lead the development and implementation of corporate strategies, policies, and frameworks aligned to the Guild's strategic plan.
- Provide high-level advice to the MD and student leaders on matters relating to corporate governance, resourcing, and organisational capability.
- Provide high level advice to the MD on HR, industrial relations strategy, workforce risk, and employment compliance, including emerging issues with potential legal, financial or reputational impact.
- Drive continuous improvement initiatives across corporate service areas.
- Lead workforce planning and change-management initiatives consistent with the Guild's Employee Collective Agreement (ECA) consultation obligations.
- Model behaviours consistent with a values-based, student-focused leadership approach.
- Provide high-level oversight of WHS, embedding safety and wellbeing considerations into strategic and operational decision-making.
- Provide guidance, mentoring, and leadership to corporate services staff.
- Attend and represent the Guild in external forums related to corporate services.

**2. Human Resources & Workforce Capability**

With the support of the Guilds HR and external consultants deliver the following:

- Provide executive leadership and stewardship of the Guild's HR and industrial relations framework, ensuring lawful, consistent and risk aware people management across the organisation.
- Oversee end-to-end HR management, including workforce planning, performance management, employee relations, recruitment, and staff development.
- Manage complex employee relations and industrial matters, including grievances, disputes, misconduct processes, underperformance and terminations.

- Ensure compliance with employment law, Awards, and internal policies.
- Ensure compliance with the ECA, consultation obligations and procedural fairness requirements
- Act as the escalation point for high risk or sensitive HR/IR matters.
- Support the Guilds Executive Management Team, foster a workplace culture that supports staff engagement, strong work ethic, high performance and wellbeing

### **3. Financial & Resource Management**

- Lead the Guild's financial management, budgeting, forecasting, and reporting functions.
- Ensure compliance with the Guilds regulatory obligations, accounting standards and audit requirements.
- Identify and implement tools, systems, technologies, and commercial processes that improve efficiency and operational excellence across finance, governance, HR, safety and IT.
- Provide financial insight and analysis to support and inform strategic and operational decision-making.
- Develop and maintain robust financial controls to safeguard Guild resources from loss, misuse, or misallocation.

### **4. Information Technology Systems**

- In consultation with our ICT staff and partners, Oversee IT service delivery, cybersecurity, data governance, infrastructure, and digital transformation projects.
- Ensure systems and platforms are secure, reliable, and aligned to organisational needs.
- Drive technology improvements that enable efficiency and improved user experience.

### **5. Payroll and Remuneration Administration**

- Ensure accurate, timely, and compliant payroll operations.
- Oversee interpretation of Awards, Remuneration Tribunal Decisions and EBAs relating to remuneration and entitlements.
- Ensure Award and Enterprise Agreement interpretations are consistent with the Guild's broader industrial relations strategy and risk posture.
- Maintain strong internal controls to protect payroll integrity and compliance.

### **6. Governance, Compliance & Risk**

- Manage the Corporate Services team in accordance with the Guild's policies and procedures, Curtin University requirements, and relevant legislation.
- Ensure compliance with relevant WHS, EEO, privacy, and risk management frameworks.
- Lead operational WHS governance, including policy implementation, hazard identification, risk assessment, incident investigation, audits, inspections, and reporting.
- Ensure compliance with injury management and workers' compensation requirements, including early intervention and return-to-work practices.
- Identify, assess, and manage operational risks, embedding a proactive and accountable risk culture within the team.

## 7. Strategic Planning & Reporting

- Actively participate in the Executive and Senior Management Teams to shape Guild-wide strategic, operational, and policy frameworks.
- Lead the development and delivery of the teams strategic and operational plans, aligned with organisational goals and the Guild's six Strategic Pillars (Student Voice, Financial Sustainability, People & Culture, Good Governance, University Alignment, and Future Readiness).
- Prepare clear and timely reports, briefings, and performance analyses to support executive and Council decision-making.
- Drive continuous improvement through review and evaluation of outcomes and key performance indicators, ensuring lessons inform strategy and service delivery.

## 8. Innovation & Future Readiness

- Drive innovation and modernisation initiatives across corporate services, including digital transformation, process automation, and piloting new service models.
- Embed sustainability, resilience, and future-readiness principles into corporate service delivery, financial management, workforce planning, and infrastructure decisions.
- Identify, pilot, and scale improvements to processes, systems, and service models that enhance efficiency, compliance, and user experience.
- Strengthen organisational capability and knowledge continuity through workforce development, succession planning, and systematic documentation of institutional knowledge.

### Qualifications

**Tertiary (University or approved Institute) qualification and or relevant experience** in a relevant field such as Management, HR, Governance or Finance.

### Knowledge, Experience and Skills

#### Essential

- Demonstrated executive and/or senior management experience across Corporate Services functions. (+5years)
- Proven expertise in high level financial reporting and analysis.
- Strong understanding of corporate governance, risk management, and compliance frameworks;
- Proven expertise in the management of human and material resources;
- Experience in the management of senior staff;
- Highly developed analytical, financial, and strategic planning skills;
- Strong planning, problem solving and policy formulation skills;
- Excellent communication, negotiation, and problem-solving skills;
- Demonstrated integrity, sound judgement, and commitment to ethical leadership.
- Demonstrated expertise in corporate governance, risk management and legislative compliance.
- Knowledge of workforce planning and change management processes.

	<ul style="list-style-type: none"> <li>• Demonstrated senior leadership experience in HR and industrial relations, including responsibility for Enterprise Agreement management, employee relations, workforce change and employment related risk in a regulated environment.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience leading technology, systems and digital transformation initiatives.</li> <li>• Management experience in the “Not for Profit” sector or in a public authority</li> <li>• Experience at an Executive management level of a small to medium sized organisation.</li> <li>• Experience in a student organisation, union, not-for-profit, or tertiary education sector.</li> <li>• Post grad professional Qualification (e.g. CA/CPA, MBA)</li> <li>• Knowledge of payroll legislation, Awards, and IR frameworks.</li> </ul>
<b>Uniform Requirements</b>	<ul style="list-style-type: none"> <li>• Office/Business Attire</li> </ul>
<b>Other relevant job information</b>	<ul style="list-style-type: none"> <li>• The occupant may be required to work specified hours to suit the needs of the business.</li> <li>• The occupant may be required to work non-standard hours to suit the needs of the Guild’s business activities and that of their team.</li> </ul>
<b>WORK REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>• National Criminal record check</li> <li>• Other licences and certifications as and when required for the role</li> <li>• A level of fitness commensurate with the position, pre-employment medical exam may be required</li> <li>• Ability and capacity to work outside of normal office hours when required.</li> <li>• Interstate travel as required</li> </ul>	
<b>COMPLIANCE AND LEGISLATIVE REQUIREMENTS</b>	
<p><b>Guild Values and Code of Conduct:</b> You must commit to and uphold the Guild’s Mission, Values and Code of Conduct. For more information please visit <a href="#">here</a>.</p> <p><b>Occupational Safety and Health</b> At the Guild, safety is the responsibility of all staff. All supervising staff and managers are obliged to ensure the Guild’s safe systems of work are being applied in areas under their control. You are expected to comply with these safety systems and follow reasonable directions given in relation to workplace safety and health. Acting in a manner which puts you or others at risk of serious injury or illness may lead to you becoming the subject of disciplinary action.</p> <p><b>Diversity, Equity, Equality and Fairness</b></p>	

You are expected to value and celebrate diversity, and to:

- Cultivate a community which enables its members to achieve their full potential
- Embrace, promote and celebrate diversity within our Community and ensure equality of opportunity

**You must familiarise yourself and comply with all other Guild policies, procedures and legislation relevant to this position.**