

Position Description

Position:	Director, Strategy, Operations and Reporting
Location:	A national remote role, available in every major Australian city (with no preference for any location).
FTE:	Full time (1.0) fixed-term position until December 2026
Direct reports:	Operations Lead & Reporting and Governance Lead
Reporting to:	Chief Executive Officer
Salary range:	\$160,000 - \$165,000 + superannuation + salary packaging options

Role Summary

The Director, Strategy, Operations and Reporting provides executive leadership for the operational and strategic delivery functions of the National Centre. This role ensures that governance, compliance, and risk systems are robust, reporting is accurate and timely, and strategic initiatives are translated into clear, actionable plans.

Working in close partnership with the CEO and executive team, this role enables effective strategy execution by embedding planning, performance, and reporting cycles across the organisation. This position oversees key relationships with government, funders, and external providers, ensuring confidence in the Centre's accountability and operational integrity.

Through leadership of core operational systems, the Director, Strategy, Operations and Reporting drives continuous improvement, organisational resilience, and reliable delivery against strategic priorities. In doing so, this role strengthens the National Centre's ability to deliver on its mission to prevent child sexual abuse and improve recovery pathways for victims and survivors.

Who we are

The [National Centre for Action on Child Sexual Abuse](https://www.nationalcentre.org.au) (National Centre) The National Centre for Action on Child Sexual Abuse was established in November 2021 as a key recommendation of the Royal Commission into Institutional Responses to Child Sexual Abuse. It is a symbol of hope and an essential vehicle for action for many victims and survivors of child sexual abuse. Its formation recognises the decades of advocacy by victims and survivors to be listened to, believed, validated, protected and ultimately supported to heal from the trauma they carry with them. Its focus extends beyond institutional child sexual abuse to abuse that occurs in the family, community and online.

The National Centre has woven the voices and experiences of victims and survivors into its very fabric. It acknowledges the strength and expertise that derives from their Lived and Living Experience of child sexual abuse. The National Centre recognises and honours the diversity of victims and survivors' experiences, identities and cultural backgrounds and their contributions to the common purpose of addressing child sexual abuse.

At the National Centre, we believe for victims and survivors to have the best opportunity to heal, they must feel safe to disclose and receive the necessary support that is non-stigmatising, appropriate to their needs and effective. Our purpose is to disrupt the dynamics that have failed to stop child sexual abuse from occurring, and prevented victims and survivors from being validated and supported.

Our values and behaviours

We are a purpose-driven organisation committed to creating a safer future for children and communities. We are committed to integrity, collaboration, innovation, and courage. Our team culture is inclusive, supportive, and focused on driving meaningful change.

Employees of the National Centre are required to demonstrate commitment to the organisation's:

Diversity – we value an inclusive workplace that embraces diversity and strongly encourages applications from First Nations people, people with disability, people from the LGBTIQ+ community, and people from culturally diverse backgrounds.

Integrated Management Systems – established Quality Management and Workplace Health and Safety Management Processes.

Values – better together, trustworthy, driving action, inclusive, bold.

Privacy and Confidentiality – managing and maintaining confidential information, records and data in line with the National Centre's Privacy Policy and relevant legislation.

Specific Responsibilities

Executive Partnership and Strategic Delivery	<ul style="list-style-type: none"> • Partner with the CEO and executive team to translate organisational strategy into clear operational plans, delivery schedules, and performance dashboards that drive accountability and impact. • Establish and manage planning, tracking, and reporting cycles that provide visibility of progress against strategic priorities, enabling timely course correction and decision-making. • Ensure executive decisions are operationalised effectively, coordinating across teams to embed strategic objectives into day-to-day delivery and resourcing. • Provide high-quality analysis and insights to support the CEO and executive team in decision-making, risk management, and external engagement.
Relationship Engagement & Management	<ul style="list-style-type: none"> • Coordinate reporting and accountability to government, ensuring timely, accurate, and transparent reporting on KPIs, the operational business plan, and all funding requirements. • Oversee funding and grant management processes in collaboration with the Policy & Systems Reform team, including the operational administration of research contracts, grant agreements, payments, milestones, and deliverables. • Manage strategic relationships with outsourced providers (including finance, HR, IT, legal, and employee assistance services), setting clear expectations, monitoring performance, and ensuring service quality and value for money. • Build effective partnerships across the organisation to ensure grant and funding requirements are operationalised smoothly, aligning with strategic objectives and compliance standards.

	<ul style="list-style-type: none"> • Work in partnership with the CEO and external finance provider to set budgets and forecasts, monitor the organisation's financial position, and identify strategies to support long-term sustainability and appropriate reserves.
Governance and Compliance	<ul style="list-style-type: none"> • Lead Board and committee governance processes, ensuring reporting schedules, agendas, and papers are delivered to a high standard, with accurate content and timely follow-up on decisions and actions. • Maintain and continuously improve organisational policies, procedures, and systems, ensuring compliance with legislation, funding agreements, regulatory standards, and the operational needs of the Centre. • Monitor compliance obligations across the organisation, including risk, privacy, quality, and contractual requirements, ensuring issues are identified early and addressed promptly.
Reporting, Auditing and Impact Measurement	<ul style="list-style-type: none"> • Lead the organisation's Integrated Management System (IMS), ensuring effective coordination of external audits across ISO 9001, ISO 45001 and ISO 45003, and embedding quality, safety, and wellbeing standards into everyday practice. • Manage audit cycles from planning to close-out, ensuring audit actions are addressed promptly and drive meaningful, continuous improvement across systems and processes. • Coordinate organisation-wide reporting on strategic priorities, KPIs, and impact, ensuring reporting is accurate, timely, and aligned with funding and regulatory requirements. • Support the CEO with high-quality, data-informed reports for the Board, committees, and funders, ensuring insights are clear, actionable, and demonstrate organisational performance and impact.
Risk Management and Business Continuity	<ul style="list-style-type: none"> • Maintain and oversee the organisation's enterprise risk register, ensuring risks are clearly identified, assessed, and actively monitored across all functions. • Facilitate regular reviews and scenario tests with the executive team, embedding a proactive approach to identifying and addressing priority risks. • Report on risk and continuity matters to the CEO and Board, providing assurance that risk mitigation strategies are in place and effective.
Financial Oversight	<ul style="list-style-type: none"> • Work in partnership with the CEO and external finance provider to set budgets and forecasts, monitor the organisation's financial position, and identify strategies to support long-term sustainability and appropriate reserves. • Prepare clear, decision-ready financial reports and insights for the CEO, committees, and Board, ensuring financial information is accurate, accessible, and aligned with organisational priorities. • Track financial performance against budgets and funding agreements, highlighting risks, variances, and opportunities for course correction.

Procurement and Contract Management	<ul style="list-style-type: none"> • Maintain and continuously improve procurement policies, processes, and templates, ensuring they are compliant, practical, and aligned with organisational values and funding requirements. • Oversee the full contract lifecycle for research, operational, and service agreements, from initiation through to close-out, ensuring obligations, deliverables, and standards are met. • Maintain an accurate and accessible register of contracts, deliverables, and renewal dates, providing visibility for effective oversight and forward planning.
Team Leadership	<ul style="list-style-type: none"> • Lead, coach, and support two direct reports (Operations Lead and Reporting & Governance Lead), providing clarity, guidance, and regular feedback. • Build capability and confidence within the team by fostering professional growth, supporting career development, and encouraging continuous learning.

Acknowledgement

I,....., acknowledge that I have received this position description. I am responsible for reading this description and complying with all duties, requirements, and responsibilities contained herein, and any subsequent revisions.

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Signature

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Date