




SHRINE OF REMEMBRANCE  
MELBOURNE

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**Director Corporate Services  
(Full-time)**

**Fixed-term Contract: Three years**

VERSION	2.2		
APPROVED BY HR MANAGER	G. MAGUIRE	GENEVIEVE MAGUIRE	May 2025
APPROVED BY CHIEF EXECUTIVE OFFICER	D. LEE		May 2025

## THE SHRINE OF REMEMBRANCE

The Shrine of Remembrance is Victoria's pre-eminent memorial to the service and sacrifice of Australian men and women in times of war and peacekeeping. It is a building with a soul, featuring the stories of extraordinary people whose efforts and experiences helped shape, and continue to shape, our nation.

A Melbourne icon, the Shrine is consistently ranked among the nation's leading visitor attractions. Major internal development facilitates provision of enhanced exhibition, education and learning programs to engage over one-million people each year.

## CHARTER, VISION, MISSION AND VALUES

### Charter

The objectives of the Shrine of Remembrance are defined in the *Shrine of Remembrance Act* (1978), as are the duties of Trustees, which are:

1. Responsibility for the care, management, maintenance, preservation of the Shrine of Remembrance;
2. The development, promotion, management and the staging of ceremonial activities and events to commemorate the service and sacrifice of Victorians and Australians in war, conflict, peacekeeping and peace-making, including, but not limited to, wreath laying and other ceremonial or commemorative activities; and
3. The development, promotion, management and implementation of public programs to inform, education and promote understanding among Victorians and visitors about the history, experience, service and sacrifice of Victorians and Australians in war, conflict, peacekeeping, and peace-making, including, but not limited to, exhibitions, lectures, publications, school learning and outreach programs.

### Purpose

To honour the service and sacrifice of Victorians and Australians in war, conflict, peace-making and peacekeeping.

### Vision

To be the most special place at which to reflect on the way of life we value, defended by the service of so many.

### Mission

We will memorialise those who have served in war, peacemaking and peacekeeping, engaging through education and storytelling. We will be acknowledged for our leadership and cultural significance.

### Values

The Shrine will adhere to, and be known for, the values of integrity, loyalty, service, respect and inclusion.

## THE OPPORTUNITY

The Director Corporate Services (DCS) is one of three executive directors currently serving the Shrine. Accordingly, this leadership role contributes to and helps support all organisational functions and activities.

The duties of the role are both challenging and diverse, combining routine responsibilities with enriching project-based work. The DCS position holds high levels of delegated authority, responsibility and accountability; and their performance has a direct bearing on the Shrine's continued success and reputation.

The DCS leads a small team responsible for upholding and advancing the corporate function and processes of the organisation, and for maintaining and improving the Shrine monument and Shrine Reserve.

The role ensures the Shrine meets all statutory, regulatory and related obligations in the areas of governance, compliance, legal, financial management (including payroll), risk management and asset management to achieve outcomes commensurate with the highest standards expected of a Public Sector entity.

### **ORGANISATIONAL RELATIONSHIP**

Reporting directly to the CEO, the DCS is responsible for the management and performance of the corporate services directorate and its constituent members as shown in the Shrine Organisational Chart. Current, direct reports include the Business Manager, Facilities Manager and Business Support Coordinator. The DCS also works closely with the People and Culture Manager in relation to application of the Shrine Enterprise Agreement and OHS.

The role also liaises routinely with officers of the Shrine's portfolio department (currently Department of Families Fairness and Housing), the City of Melbourne (in relation to payroll and maintenance of the Shrine Reserve), Treasury and the Shrine's lawyers.

### **DUTIES SPECIFIC TO THE POSITION**

In collaboration with other members of the leadership team, the DCS will:

- demonstrate supportive leadership to the organisation, its personnel and stakeholders in pursuit of objectives defined in the Shrine's Strategic and Business Plans;
- exercise and hold accountability for authorities delegated to the position;
- act to ensure all financial, regulatory and statutory reporting responsibilities of the organisation are met—including routine management of the organisation's Corporate Compliance Strategy;
- have directive financial and administrative oversight of operational, capital, project and program grants;
- be responsible and accountable for the development of financial systems, budgets, procurement and expenditure;
- have day-to-day control of all financial, taxation, compliance activities of the Shrine of Remembrance Trustees and the Shrine of Remembrance Foundation.
- direct and oversee facility management, including the services and systems that provide for the preservation of the Shrine and the health, safety and welfare of personnel and visitors; utility services; IT and communications systems, equipment and software; and identification of opportunities to enhance system integrity and efficiency;
- administrate and share authorisation for all financial transactions, including payroll, accounts payable, accounts receivable and collection of receipts from all funding sources;
- contribute to executive support to the Shrine's Board and Committees including: contributing to reporting and preparation of agenda.
- direct maintenance of the non-collection assets of the Shrine, including building, memorials and the Shrine Reserve;
- prepare annual budgets and monthly reports for the executive team and Board;
- prepare annual, consolidated, audited financial statements for the Shrine of Remembrance and Shrine of Remembrance Foundation;
- manage development and review of the Shrine's Risk Management Framework, including directing implementation of mitigating actions and initiatives, and reporting;

- direct development, review and implementation of the Shrine's Business Continuity Plan;
- contribute to the development and production of annual reports, strategic plans, business plans and other related documents, as required;
- monitor, assess and respond to Town Planning related development applications with the potential to detract from the cultural heritage significance of the Shrine (reference: Shrine Vista Controls);
- chair the Shrine's OHS Committee; and
- control and performance management of all Shrine assets including direction of the quinquennial valuation of physical assets.

## **KEY OUTCOME AREAS**

1. Management practices and actions reflect the Shrine's values, contribute to achievement of strategic objectives and organisational goals and are consistent with contemporary workplace values, community expectations and statutory requirements.
2. Financial management practices follow agreed principles and meet external and internal audit and other related requirements.
3. Compliance with all financial, regulatory and statutory requirements is met and maintained.
4. The physical assets of the Shrine are appropriately documented, protected and preserved.
5. The Shrine and Shrine Reserve are maintained to agreed standards.
6. Application of astute judgement upholds integrity in decision making and problem solving.
7. Change is managed to ensure continuous improvement within the Corporate Services directorate.

## **COMMUNICATION**

- The DCS will employ a range of communication skills and resources including formal and informal verbal and written methods to establish and develop effective, timely and respectful communication with all stakeholders.
- The DCS will establish, maintain and develop positive professional communications and working relationships with the executive management team; Board of Trustees; Life Governors and Governors; other members of Shrine committees; staff; volunteers; contractors and service providers; members of the public; ex-service associations, especially RSL and Melbourne Legacy; local, state and federal government departments and agencies, their employees and suppliers; internal and external auditors and various other direct service providers.
- The DCS is the first point of contact between the Shrine of Remembrance and the Melbourne City Council in relation to day-to-day matters, including the operation of the Partnership Agreement between the Shrine and Council.
- The DCS is the primary operational contact between the Shrine of Remembrance and the Cross Yarra Partnership in relation to the Anzac Station development.

## **COORPORATE RESPONSIBILITIES**

- The Director Corporate Services is responsible for ensuring that the administrative, financial and corporate activities of the Shrine are conducted in accordance with the Board's approved and endorsed strategic and operational plans, policies and budgets.
- All staff are required to comply with all Shrine policies, procedures and requirements and take reasonable care to protect their own health and safety

and the health and safety of others in the workplace. All staff are required to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination where required.

## **SELECTION CRITERIA**

### **Essential**

- Tertiary and professional accounting qualifications (e.g., CA/CPA).
- High-level financial literacy and management skills with relevant experience.
- Substantial, recent experience in administrative management of organisations / projects including relevant experience in areas of budgeting and financial reporting.
- Understanding of Government (preferably Victorian Government) compliance, information management, procurement and finance frameworks.
- Practical knowledge managing payroll functions.
- Proven, highly developed interpersonal, negotiation and liaison skills—including the ability to relate to and manage people at all levels.
- Proven ability to work under pressure to achieve deadlines.
- High-level verbal and written communication skills (including computer literacy in Microsoft Word and Excel); particularly the ability to contribute to board papers, write clear reports, policies and submissions.
- Empathy with the objectives of the Shrine of Remembrance.
- Demonstrated commitment to excellence in customer service.

### **Desirable**

- Demonstrated experience in building management, ICT, service delivery contracts, insurance and legal matters.
- Experience with trust accounting and entities with Deductible Gift Recipient (DGR) status.
- Experience in the use of Microsoft SharePoint.
- Project management qualifications and experience.