

## Position Description

### Chief Executive Officer

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| <b>Reporting to:</b>  | NCQ Board                             |
| <b>Work location:</b> | Inner Brisbane                        |
| <b>SCHADS Level:</b>  | 7                                     |
| <b>Status:</b>        | Permanent                             |
| <b>Hours:</b>         | 76 fortnight (Subject to negotiation) |

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#### Who we are

Neighbourhood Centres Queensland is the peak body for place-based Neighbourhood and Community Centres (NCCs) across the state. With 108+ financial members across the state and connections with 155+ centres, our network is the largest community-led infrastructure in Queensland.

**Our Vision:** Place-based leadership for regenerative, equitable and inclusive communities

**Our Purpose:** NCQ grows the collective impact of NCCs by increasing recognition, resourcing and relationships of our sector at the regional, state and national level

**Our Values-driven Approach:** Collaborative, courageous leadership

#### Our Work:

- **Communicating Sector Value:** Highlighting the role and importance of centres and advocating for additional resourcing
- **Demonstrating Sector Impact:** Encouraging and supporting research on centres to demonstrate their impact in communities.
- **Growing Sector Capacity:** Supporting our workforce through professional development, resource sharing, coordinated actions & peer support.
- **Partnering for Community Outcomes:** Building strategic partnerships across sectors to create better outcomes for Queensland communities.
- **Influencing Policy for Systems Change:** Advancing policy and place-based program design through collaborative processes and advocacy.
- **Representing Neighbourhood & Community Centres (NCC's):** Advancing the interests of the diverse NCCs across Queensland in our work.

NCQ is an inclusive employer. We acknowledge Aboriginal and Torres Strait Islander people as the traditional custodians of the land on which we live and work. We are committed to creating an inclusive environment where employee diversity such as gender, age, culture, disability (physical or mental health), religion, and sexual orientation is welcomed.

#### Role Overview

Together with the NCQ Board, the CEO is responsible for leading and shaping Neighbourhood Centres Queensland into a robust, participatory and accountable peak body with deepening impact and influence at the national, state and sector levels. The CEO is responsible for operationalising the strategic plan and overseeing all NCQ organizational and sector development activities.

## Reporting Structure

The CEO reports directly to the NCQ Board. The CEO is responsible for the performance and wellbeing of all NCQ staff across all teams, namely Organisational Development and Sector Development. This includes 5+ direct reports in addition to managing a casual workforce, project workers and consultants to ensure all obligations and functions of the organisation are met.



### How the role contributes to the organisation

The CEO plays a key role in growing the collective impact of the Neighbourhood and Community Centre sector at the state and national levels by creating the enabling conditions for NCQ as a peak, together with its members, to increase the recognition, resourcing and relationships of our sector.

## POSITION RESPONSIBILITIES

### Leadership and governance

- Oversee all day-to-day operations of NCQ, including human resources, finance, communications, work health & safety and all operational matters;
- Review organisational roles, responsibilities, programs and projects regularly to ensure they meet the changing needs of the organisation;
- Work closely with the NCQ Board to enable their oversight and inform the development of the strategic plan;
- Develop and implement high quality operational plans which advances the strategic plan and vision of NCQ;
- Work in a healthy and safe manner and ensure others to do the same, including adherence to all relevant policies and processes;

### Business development and sustainability

- Identify opportunities to strengthen the operational and financial sustainability of NCQ;
- Manage the allocation of resources to implement the strategic priorities of NCQ in a cost-effective manner;

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- Maintain oversight of all financial accountability, and deliver sustainable outcomes;

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**Human resources**

- Lead a positive workplace culture, championing organisational values and contributing to the overall development of NCQ;
- Foster high-performing teams and individuals across all functions of NCQ;
- Manage the employment lifecycle of all NCQ staff;
- Ensure staff have the resources, processes, feedback and training to sustainably achieve organisational goals and legislative compliance;

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**Strategic relationships & communications**

- Drive development of relationships that support the strategic outcomes of NCQ;
- Proactive and collaborative engagement with Queensland's Neighbourhood Centres, NCQ members, ANHCA, partners and other key stakeholders;
- Represent the Neighbourhood Centre sector to the media to raise the profile of both NCQ and the sector;
- Lead the development of partnerships with governments, other community organisations, corporations, peak and industry bodies to increase and strengthen the awareness and support of the sector and optimize opportunities across grants and other funding models;
- Foster the innovation and development of QLD Neighbourhood Centres so NCQ and the sector is recognised for its role in shaping the direction of community development and the not-for-profit sector;

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**Quality and compliance**

- Ensure NCQ's activities comply with relevant Acts, legal requirements, ISO9001 Quality Management System accreditation and ethical standards;
- Inform the NCQ Board of key financial, legal, compliance and risk management aspects of NCQ activities;
- Maintain continuous improvement systems;
- Monitor, evaluate and report to funding, regulatory and government bodies in accordance with requirements;

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**Other duties**

- Fulfil other duties as requested by the NCQ Board

**What does success in this role look like?**

- Strong, growing network of partners and supportive stakeholders
- Diverse funding streams are identified and secured
- Members and stakeholders are satisfied with NCQ's impact, operations and engagement
- Staff are satisfied and engaged in the workplace
- The Board are equipped with the information, planning and resources they need to make informed decisions, manage risk and grow the impact of NCQ and the sector
- Clear progress is demonstrated against the priorities and measures of the operationalised strategic plan
- Increasing recognition, resourcing and relationships of the Neighbourhood Centre sector at the regional, state and national level

**Key selection criteria**

1. *Experience:* Relevant experience in the Neighbourhood and Community Centre sector, combined with strategic management experience and/or tertiary qualifications in Non-profit Management, Community Development, Social Science, Business or other relevant field
2. *Strategic Guidance and Systems Leader:* Strategic, big-picture thinker with demonstrated ability to catalyse collective leadership and action within constraints external to their control
3. *Values-driven:* Models the NCQ values of collaborative, courageous leadership. Can nurture this form of leadership and culture at NCQ, our sector and in all partnerships
4. *Professional Communication and Stakeholder Management:* Ability to communicate effectively in verbal and written form with external and internal stakeholders, including politicians and the media
5. *Change Management Skills and Resilience Under Pressure:* The ability to work adaptively, respond to emerging opportunities and shifting priorities, solve problems creatively and thoughtfully manage change processes
6. *Digital Capability:* Competent in key operating systems including Office365, with the ability to grow the digital capability of the organisation

**Other Criteria**

1. Regular travel across Queensland is a requirement of this role
2. Current driver's license and access to a vehicle.
3. Other suitability checks, including a Police Check, may be required.

**ACKNOWLEDGEMENT**

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I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

**SIGNED BY YOU**

.....  
Employee

.....  
Date

**SIGNED BY MANAGEMENT**

.....  
Board Representative

.....  
Date