

# DIRECTOR OF SHARED SERVICES



## JOB DESCRIPTION

DATE APPROVED: FEBRUARY 2024

Employer:	Adara Advisors (40%) and Adara Development (60%)
Location:	Sydney, Australia
Employment status:	Full-time
Award:	Social, Community, Home Care and Disability Services Award
Award Classification:	
Reports to:	CEO (Adara Advisors and Adara Partners) and CEO (Adara Development)
Direct reports:	People & Culture Manager, Administration & Accounts Officer, Group Financial Controller

## OVERALL JOB GOAL

As the Director of Shared Services at the Adara Group, your primary objective is to lead key operational functions including finance, people & culture, and office administration. Reporting directly to the CEO of Adara Advisors and Adara Partners, and the CEO of Adara Development, and serving as a vital member of the Global Leadership Team, this role is instrumental in driving operational excellence and supporting the long-term success and sustainability of the Adara Group.

## SPECIFIC RESPONSIBILITIES

### GENERAL

- Oversee, manage, and lead manage all aspects of finance, people & culture and office administration for the Adara Group
- Report to the CEOs and other key stakeholders on financial and operational matters
- As part of the Global Leadership Team, actively participate in strategic matters and global leadership
- Report to the boards of Adara's international development organisation and its corporate advice businesses.

### FINANCE

- Lead global financial systems, policies and protocols
- Lead financial reporting across all entities in the Adara Group
- Lead the finance function to ensure excellence in:
  - global financial governance
  - financial planning, budgeting, cash flow, and policy matters
  - compliance and reporting deadlines
  - resourcing requirements and capacity building
  - annual audits for DEV, BIZA and BIZP
  - financial compliance with all relevant regulations in each jurisdiction – Australia, USA, Bermuda, Uganda, Nepal, and the UK
  - all other finance related matters
- Ensure maintenance of appropriate internal controls and financial procedures worldwide
- Oversee and approve payroll, ensuring all benefits are paid to staff worldwide
- Manage the taxation affairs of the Adara Group

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## PEOPLE & CULTURE

- Recruit and manage a People & Culture Manager,
- Lead development of Adara's people & culture strategy and initiatives
- Working with the legal team, ensure policies, procedures and staff manuals are at global best practice,
- Ensure the people and culture function works to excellence, including employee life cycle activities, records including recruitment and selection process; onboarding and offboarding; remuneration and contracts; work health & safety; staff performance and progression; and learning & development.
- Support the Global Leadership Team to develop career development pathways and succession planning.
- Lead the design and administration of first-class compensation and benefits programs.

## OFFICE AND ADMINISTRATION

- Manage the Administration and Accounts Officer to ensure excellence in office management, including office facilities, office maintenance, co-ordination of functions, and office administration, etc.

## GLOBAL LEADERSHIP TEAM

- The DSS will, following completing successful probation, join the Global Leadership Team. The GLT meets regularly and has a critical role in shaping the strategic direction, performance, and impact of Adara. Their responsibilities encompass a broad spectrum of leadership, governance, and organizational management to ensure long-term success and sustainability, including:
  - overseeing the development of strategic plans and objectives that align with Adara's mission and values.
  - driving progress, scale and impact in Adara's work globally
  - ensuring a culture of operational excellence, efficiency and effectiveness
  - leading Adara into new opportunities and decision-making on any complexity or challenges
  - fostering a culture of leadership excellence, continuous learning, and collaboration.
  - Identifying, mitigating and managing risks;
  - ensuring Adara is a joyous organisation to work for, dedicated to professional development and growth.

## COMPETENCIES (INCLUDING QUALIFICATIONS AND EXPERIENCE)

### Essential Criteria

- Degree in Accounting
- CA/CPA qualified
- 10 years + post qualification experience
- Deep management experience to effectively lead, direct and manage a small global team across shared services functions
- Strong financial acumen and proven experience overseeing resources
- Experience or commitment to upskilling in people and culture functions
- Excellent people management and leadership skills with experience collaborating in a multi-disciplinary, diverse, and dynamic team
- Flexible self-starter, agile, with an ability to cope with shifting and competing priorities
- Ability to work cross-culturally
- Passion for improving the lives of people in impoverished and marginalised communities

## KEY CONTACTS

- **Internal Contacts**
  - Staff at all levels in all locations
- **External Contacts**
  - Boards of Directors, external auditors, senior executives from other organisations, donors, suppliers, partners

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## LOCATION

Adara is completely focused on the wellbeing and safety of our teams around the world at this time of COVID-19. All our team members can work flexibly from home as well as from a physical office space. All our team are fully equipped to work productively and safely from their homes. As long as it is COVID-19 safe, the candidate will be expected to work from our physical office space in the Rocks, Sydney 2-3 days a week.

**The Adara Group is a child safe organisation**

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# THE ADARA GROUP

## OUR CULTURE AND VALUES

WE, THE ADARA FAMILY, UPHOLD THESE VALUES AT ALL TIMES...

### COMPASSION

- Our reason to be is to provide support to vulnerable women, children and their communities living in extreme poverty
- We believe everyone has a right to health and education services no matter where they live

### TEAM WORK

- We work as a team and we support each other
- We are open, honest and kind
- Failure and mistakes are OK – this is how we learn and grow
- We make Adara a happy and productive place to work

### MUTUAL RESPECT

- We listen to other people's point of view
- We celebrate and promote diversity
- We abhor discrimination in any form

### INTEGRITY AND EXCELLENCE

- We act with deep respect, integrity and humility
- We strive to be fair to everyone on the team
- We work to a standard of excellence

### PASSION

- We work hard
- We laugh and we have fun
- We are optimistic and positive
- We don't count hours: we measure outcomes

### UNCONVENTIONALITY

- We think outside the box
- We are not afraid to be different