



## Vacancy Information

### (Affirmative Measures – First Nations)

**Please note:** The filling of this vacancy is intended to constitute an affirmative measure under section 8(1) of the Racial Discrimination Act 1975. It is open to First Nations candidates only.

Our purpose is to provide safe, culturally appropriate and affordable accommodation for First Nations people who need to be away from home to access medical services, education and economic opportunities.

Across its network of hostels, dedicated Aboriginal Hostels Limited (AHL) staff provide accommodation and meals for residents in a supportive environment, assisted by local First Nations service providers and referral agencies.

AHL also supports the Australian Government's efforts to improve economic outcomes for First Nations people. By purchasing goods and services from First Nations businesses at every opportunity, we help support a more inclusive economy. We are proud to be one of the largest employers of First Nations people in the Australian Public Service, First Nations employees make up approximately 50% of our workforce.

AHL is seeking a passionate individual to join our dynamic team as Operations Manager based in Sydney, NSW. This position reports to the Director Frontline Services NSW/VIC. In this pivotal role, you will play a key part in supporting the organisation by overseeing day-to-day operational matters across both multipurpose and student (boarding) hostels, ensuring smooth and efficient service delivery. If you are ready to make a real impact and grow with a purpose-driven organisation, we would love to hear from you!

Job Reference	VN-0769036
Classification	APS Level 6
Job Title	Operations Manager
Employment Type	Ongoing – Fulltime - 75 hours per fortnight
Salary	\$99,734 - \$111,701 pa
Benefits	<ul style="list-style-type: none"> <li>15.4% superannuation</li> <li>Regular salary packaging options for vehicles, superannuation and laptops etc PLUS, ability to salary sacrifice \$15,900 per FBT year for rent, mortgage or living expenses. This benefit reduces taxable income, increasing fortnightly take-home pay.</li> </ul>
Location	Sydney, NSW
Contact Officer	Beth Perin - 04 777 83130



**Position Description**

Reporting to the Director Frontline Services NSW/VIC:	
<p><b>Ensure high quality accommodation services for AHL Residents</b></p>	<p><b>Key Responsibilities:</b></p> <p>Lead and manage service delivery to ensure residents receive:</p> <ul style="list-style-type: none"> <li>• Safe, clean, comfortable, and culturally appropriate accommodation</li> <li>• Nutritious meals and housekeeping services</li> <li>• Efficient, responsive, and friendly support from AHL staff</li> </ul> <p>In the boarding hostels, oversee the delivery of programs that support students well being and engagement with learning.</p> <p>Assist in managing incidents and complaints promptly, ensuring they are addressed appropriately and escalated to the Director of Frontline Services or other relevant areas when necessary.</p>
<p><b>Lead a high performing team to deliver quality customer service</b></p>	<p><b>Key Responsibilities:</b></p> <p>Lead and manage the hostels and staff within the region in line with organisational values, processes and policies, agreed priorities and strategies to ensure quality resident services are achieved.</p> <p>Lead a high performing team through engaging staff, setting clear direction and performance expectations.</p> <p>Positively influence and contribute to a service and team culture that focusses on meeting residents needs.</p> <p>Build staff capability and review performance of staff by providing consistent and regular feedback in accordance with the performance management framework and probationary principles.</p> <p>Implement strategies to engage, develop and retain high performing staff.</p>
<p><b>Financial, people and performance management</b></p>	<p><b>Key Responsibilities:</b></p> <p>Operate within delegated authority and undertake a range of administrative tasks that support efficient and effective service delivery.</p> <p>In partnership with the Director Frontline Services, be accountable for the Reservation Management System (RMS) tariff income. This includes but is not limited to:</p> <ul style="list-style-type: none"> <li>• accurate recording of all resident data;</li> <li>• recovery of organisational debts within 30 days from the check-in date;</li> <li>• tariff refunds and receipting and banking of all monies collected; and</li> <li>• enforcement of “No Pay, No Stay” policy.</li> </ul>

**OFFICIAL**

	<p>Oversee the adherence to financial and personnel delegations, including approved use of company vehicles, purchasing and credit card use.</p> <p>Approve rosters, review leave and monitor recruitment needs to ensure appropriate staffing within hostels.</p> <p>Approve the correct entry of payroll data.</p>
<p style="text-align: center;"><b>Facilities Management</b></p>	<p><b>Key Responsibilities:</b></p> <p>Ensure appropriate management of assets and property within your region including routine, emergency repair and maintenance requirements as they arise.</p>
<p style="text-align: center;"><b>Develop and maintain productive relationships with stakeholders</b></p>	<p><b>Key Responsibilities:</b></p> <p>Engage in and maintain productive working relationships that add value to service delivery and to outcomes for residents</p> <p>Assist to effectively promote AHL services to the community to meet occupancy targets.</p> <p>Attend and contribute to meetings and actively participate in managing high quality service delivery</p> <p>Attend external meetings as appropriate.</p> <p>Understand the impact of external influences within your region.</p>
<p style="text-align: center;"><b>Other</b></p>	<p><b>Key Responsibilities:</b></p> <p>Create a culture where safety is an expectation, where staff undertake work aligned Work Health and Safety policies and procedures and legislation and are accountable for their own safety and safety of others.</p> <p>Embed AHL’s Child Safeguarding Framework in day to day operations.</p> <p>Encourage feedback and contributions to improvements to AHL’s service delivery.</p> <p>Other duties as directed.</p>
<p><i>Whilst this duty statement summarises the purpose of the job and lists its key tasks, it is not a definitive list of all the tasks to be undertaken. Tasks can vary at the discretion of the Chief Executive Officer, in consultation with the employee. To deliver services effectively, a degree of flexibility is needed and the employee may be required to perform work not specifically referred to above.</i></p>	

**Skills and Experience required**

The successful applicant will demonstrate:	
1	In-depth understanding of Aboriginal and Torres Strait Islander cultures and issues affecting First Nations peoples.
2	The ability to support outcomes for First Nations peoples and the demonstrated ability to communicate sensitively and effectively with First Nations peoples.
3	The ability to set personal and team priorities to achieve high performance amongst staff. Equipped to deal with complex matters including staff/resident issues and complaints (sometimes remotely). Confidently participate in various HR and financial functions such as recruitment, performance management and exercising delegations.
4	Strong communication, negotiation and engagement skills in order to maintain effective relationships with staff, residents and stakeholders.
5	The skills of an effective administrator with the capacity to manage day-to-day matters for your hostels such as rostering, assessing requests for leave and overtime, reviewing incident reports and following up on property maintenance, as required. Possess developed computer skills and harness appropriate tools to work remotely.
6	Commitment to delivering high quality customer service and prioritising Work Health and Safety for staff, residents and yourself.
7	2-3 years of relevant/transferrable experience within any of the below environments would be highly regarded: <ul style="list-style-type: none"> <li>• Not for Profit organisations;</li> <li>• Residential facilities;</li> <li>• Hospitality; and/or</li> <li>• Frontline Services including health, education, disability, and community services.</li> </ul>
*	You are willing and able to travel to AHL sites across Australia as required.

## Recruitment Initiatives

This is an Affirmative Measures – First Nations applicants only position. The filling of this vacancy is intended to constitute an Affirmative Measure under section 8(1) of the Racial Discrimination Act 1975. To be eligible to apply under the Affirmative Measures initiative, applicants must:

- be an Aboriginal person and/or a Torres Strait Islander person
- identify as an Aboriginal person and/or a Torres Strait Islander person, and
- be accepted by their community as being an Aboriginal person and/or a Torres Strait Islander person.

Applicants under the Affirmative Measure must meet the three criteria mentioned previously.

Successful applicants will be required to provide evidence of Aboriginal and/or Torres Strait Islander status before they are appointed to the role. Suitable evidence of Aboriginal or Torres Strait Islander status may include:

- a letter signed by the Chairperson of an incorporated Indigenous organisation confirming that the applicant is recognised as an Aboriginal and/or Torres Strait Islander person, or
- a confirmation of Aboriginal and/or Torres Strait Islander status document executed by an Indigenous organisation.

If you are having trouble getting a confirmation, there are a number of resources to assist you:

- Australian Institute of Aboriginal and Torres Strait Islander Studies
- Link-Up
- Office of the Registrar of Indigenous Corporations
- National Aboriginal Community Controlled Health Organisation

Further, the **RecruitAbility** scheme applies to this vacancy. Under the RecruitAbility you will be invited to participate in further assessment activity for the vacancy if you choose to apply under RecruitAbility; declare you have a disability; and meet the minimum requirements for the position. For more information on the RecruitAbility scheme please follow this link: [APSC Recruitability scheme guide applicants](#).

## Eligibility

- Be an Australian Citizen.
- Undergo a Satisfactory National Criminal History Check (prior to engagement).
- Meet Fitness for Duty requirements (prior to engagement).
- Hold and maintain a Working with Children Check in NSW (prior to engagement).
- Hold or obtain relevant qualifications.

## How to apply

- Complete the **Application Form** available from our website [Work with us | Aboriginal Hostels Limited](#)
- Email your current **Resume** and completed **Application Form** to [jobs@ahl.gov.au](mailto:jobs@ahl.gov.au) by 11:59pm AEST on **Sunday, 10 May 2026**. Please include your name and the job reference (VN-0769036) in the subject of your email.