



Position Description

Job Reference Number	VN-0773890
Position Title	Executive Level 2 - Regional Director Frontline Services
Reporting to	General Manager - Operations
Branch	Operations
Location	All locations
Employment Type	Ongoing and Non-ongoing
Job Type	Full-time (75 hours per fortnight) A merit pool may be established to fill any future vacancies that arise.
Salary Range	\$140,675 - \$153,336 plus 15.4% superannuation Note: the base salary is the default rate, however salary maintenance for Section 26 transfers, or an above-base pay point (commensurate with the skills and experience) may be considered for the successful candidate. Explore our Enterprise Agreement (2024-2027) here .
Contact Officer	Deanne Bear Phone: 0401 123 809
Closing Date	Sunday, 8 November 2026

About the Role

A new management opportunity is available for a motivated and experienced individual to join AHL in a fast paced, operational environment. Director Frontline Services roles are critical to the organisation, overseeing the operations of a number of hostels within a geographical cluster to ensure appropriate and efficient services are delivered to our residents, as well as leading and developing the workforce in those hostels. Success in this role requires strong management and leadership experience, commitment and passion for servicing First Nations communities, flexibility to travel regularly, and willingness to work “on the ground”. The successful applicant will have a wealth of experience in customer service and service delivery and will have proven success in developing teams capable of delivering high-quality customer service. The Frontline Director will oversee a range of AHL hostel offerings including short stay hostels, and secondary education hostels that support students who have relocated to complete secondary schooling.



About Aboriginal Hostels Limited (AHL)

AHL is a not-for-profit Commonwealth company dedicated to providing culturally safe and affordable accommodation for First Nations people who need to be away from home to access services and economic opportunities. AHL's vision is to improve the quality of life and economic opportunities for First Nations people – since 1973, AHL has been committed to improving the quality of life and economic opportunities for First Nations people through a national network of over 40 hostels across Australia.

About You

You are a capable and decisive leader who can take on the role as an Executive Level 2 (EL2) Frontline Director. These are pivotal positions with responsibilities for leading complex service delivery operations, setting direction for regional teams and ensuring that AHL's hostel network delivers safe, effective and culturally responsive services to clients and communities.

You will lead from the front in a dynamic and often challenging environment. You will be required to make sound and timely decisions, navigate complex operational and people matters, manage competing priorities and take accountability for outcomes. Looking for someone who can work across regional boundaries, providing leadership and direction where it is needed most, while building strong relationships with First Nations communities and key stakeholders.

Benefits

We offer more than just a job; we provide an opportunity to make a meaningful impact. By joining our team, you'll contribute to AHL's vision to improve the quality of life and economic opportunity for First Nations people. You'll work alongside passionate colleagues striving for positive social change. Perks include:

As a Public Benevolent Institution (or "Not-For-Profit"), we offer significant benefits through salary packaging, which allows our employees to use pre-tax dollars for expenses like mortgage, rent, and living expenses. This is in addition to the usual salary packaging availability for vehicles and laptops and is not ordinarily available in other APS agencies. Utilising the full \$15,900 cap per FBT year (April to March), results in substantial tax savings, increased take-home pay, and greater financial flexibility. Calculate your potential savings by visiting either of our providers' websites:

<https://salpacaus.com.au/pbi-benefit-calculator> and <https://www.smartsalary.com.au/calculator>

- **Development opportunities** within the team and branch - higher duties are automatically paid after 1 day (no two-week waiting period).
- **No security clearance required** (though a National Criminal History Check will be undertaken).
- Immediate start available.

Recruitment Initiatives

Affirmative Measures

This is an Affirmative Measure vacancy which means that Aboriginal and Torres Strait Islander applicants only. The filling of this vacancy is intended to constitute an affirmative measure under Section 26 of the Australian Public Service Commissioner's Directions 2016. The filling of this vacancy is intended to constitute an Affirmative Measure under section 8(1) of the Racial Discrimination Act 1975.

For further information on Affirmative Measure vacancies please follow the link: [Affirmative measure for recruiting Aboriginal and Torres Strait Islander Australians: A guide for applicants | Australian Public Service Commission](#)

RecruitAbility

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 further information on the RecruitAbility scheme please follow this link: [APSC Recruitability scheme guide applicants](#)

Eligibility

Under section 22(8) of the Public Service Act 1999, employees must be Australian citizens to be employed in the APS unless the Agency Head has agreed otherwise, in writing. At AHL to be eligible for this position you should be an Australian Citizen at the closing date of application, unless exceptional circumstances apply.

To be eligible to apply, applicants must be Australian Citizens or have already lodged an application for Australian Citizenship.

- Prior to engagement, the successful applicant will be required to:
- provide an Australian Citizenship document (e.g. birth certificate or passport);
- undergo a satisfactory National Criminal History Check;
- meet the fitness for duty requirements
- meet and satisfy the Affirmative Measures - First Nations eligibility requirements

For new APS employees, a six-month probationary period will apply.

How to apply

Submit your completed application pack through to jobs@ahl.gov.au before **Sunday, 8 November at 11:59pm AEDST**.

As part of your application pack you are required to provide the following documents:

- Complete the application form, available from our website [Work with us | Aboriginal Hostels Limited](#)
- Your resume (maximum three pages)
- The statement of claims (imbedded in the application form) should be a maximum of two pages addressing the key responsibilities and capabilities.
- Include your name and the job reference (VN-0773890) in the subject of your email.

You may also refer to the APSC resource [Cracking the Code](#) for further guidance and assistance on applying for jobs in the Australian Public Service.

Key Responsibilities and Capabilities

Key Responsibilities

In line with APS work level standards, this role will:

1 Lead and deliver high quality accommodation and meal services to AHL residents	• Lead and manage services to ensure the following outcomes for residents: ○ Safe, clean, comfortable and culturally appropriate accommodation; ○ Quality and nutritionally appropriate catering and meal services; ○ Efficient, responsive and culturally sensitive service delivery from AHL and its staff. • Ensure all hostels are delivering the approved meal service to residents. • Promote AHL services to the community to meet occupancy targets. • Identify risks and manage these according to relevant policies and procedures. • Manage complaints and incidents in a timely manner and in accordance with AHL policies and procedures.
2 Lead a high performing team to deliver quality customer service	• Lead and manage the hostels and staff within your region in line with organisation values, processes and policies, agreed priorities and strategies to ensure quality resident services are achieved. • Lead a high performing team through engaging staff, setting clear direction and performance expectations. • Positively influence and contribute to a service and team culture that focusses on meeting resident's needs. • Build staff capability and review performance of staff by providing consistent and regular feedback in accordance with the performance management framework. • Build team leader capability and ensure succession plans are in place to support workforce development. • Implement strategies to engage, develop and retain high performing staff. • Oversee/coordinate rosters, planned leave, unscheduled absences, and recruitment needs to ensure appropriate staffing within hostels. • Drive recruitment activities to ensure appropriate workforce levels across the hostel network.
3 Financial management, performance and administration	• Ensure allocated budgets for the region and individual hostels are met. • Drive occupancy levels at each hostel. • Operate within delegated authority and undertake a range of administrative tasks that support efficient and effective service delivery. • Be accountable for the Reservation Management System (RMS) tariff income. This includes but is not limited to: ○ accurate recording of all resident data; ○ recovery of organisational debts within 30 days from check-in date; ○ tariff refunds and receipting and banking of all monies collected; ○ enforcement of "No Pay, No Stay" policy. • Ensure all staff adhere to financial and personnel delegations and meet all AHL policies. • Ensure company vehicles are managed according to policies and procedures and in a cost-effective manner. • Meet reporting and administrative requirements in a timely manner. • Provide regular updates on operations to the General Manager Operations.
4 Facilities	• Effectively manage assets and property within your region, including both routine and emergency repair and maintenance needs. • Ensure facilities management budgets are adhered to and work with the Facilities Team to prioritise expenditure across your region. • Contribute as required to asset sale, purchase and repurposing activities.

5 Develop and maintain productive relationships with stakeholders	• Develop and maintain productive working relationships with relevant stakeholders to drive occupancy and improve services and facilities. • Attend external meetings as appropriate. • Understand the impact of external influences on services in the region and on individual hostels and develop and implement proposals to best position AHL's service delivery.
6 Other	• Create a culture where safety is an expectation; where staff undertake work aligned to Work Health and Safety policies, procedures and legislation; and are accountable for their own safety and the safety of others. • Encourage feedback and contributions to improve AHL's service delivery. • Undertake relevant training and professional development. • Other duties as directed.
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.	

Key Capabilities

In line with APS work level standards, this role will:

- In-depth understanding of Aboriginal and Torres Strait Islander cultures and issues affecting First Nations peoples.
- Demonstrated ability to support outcomes for First Nations peoples and the demonstrated ability to communicate sensitively and effectively with First Nations peoples.
- Experience in accommodation, health, education and or service delivery. Experience in the Government sector will also be highly regarded.
- Proven ability to deliver outcomes for First Nations people in the areas of accommodation, employment, education and training or health services.
- A track record in successful relationship development and management of strategic partnerships.
- Proven ability to lead teams and deliver outcomes.
- Experience in financial management, budget control and reporting.
- Advanced computer skills and information technology literacy.

Qualifications and Experience

Essential:

- Qualifications (or substantial experience) at the management level in Mental Health, Community Development, Hospitality Management, Residential Facilities Management, Education or other related field would be desirable.

Note: Due to the nature of the role, the successful candidate must be prepared to travel to AHL sites across Australia as required.