



chief executive officer

- **Champion justice for vulnerable people in financial distress**
- **Drive strategic vision and advocacy for consumer protection and law reform**
- **Suits a values-based leader with strong commitment to the consumer movement**

The Organisation

The Financial Rights Legal Centre (Financial Rights) is a community legal centre which specialises in helping people understand and enforce their financial rights in relation consumer credit, banking, debt recovery, and insurance. Financial Rights offers legal advice and financial counselling with a focus on assisting low-income, marginalised or disadvantaged consumers in solving complex problems and gaining greater financial freedom.

Financial Rights is the only community legal centre in NSW that fully integrates telephone-based financial counselling with legal advice and representation. The Centre operates several nationally recognised services, including the Insurance Law Service, Mob Strong Debt Help, and the Credit and Debt Legal Advice Line.

Drawing on its direct client work, Financial Rights also engages in impactful law reform and advocacy for improved consumer protection and a fairer financial system.

Benefits & Culture

- Values-driven organisation with a 35-year track record of impact
- Passionate team providing life changing assistance to consumers facing financial problems
- Central Sydney Surry Hills location
- Competitive salary with generous packaging, additional gifted leave
- Strong commitment to equity, diversity, and culturally safe practice
- Collaborative and inclusive culture

The Role

Reporting to the board, you will be responsible for the day-to-day leadership, management and administration of the organisation. Combining strategic vision with operational oversight, you'll ensure high-quality service delivery while strengthening Financial Rights policy, advocacy and sector impact.

You will continue the leadership and implementation of the strategic plan, with a focus on ensuring financial sustainability and effective policies and systems, as well as supporting Financial Rights voice in law reform and policy advocacy, including representation in government, media, public and sector forums. Additionally, you will:

- Mentor and support seven direct reports across the executive, finance and policy teams
- Maintain relationships with government agencies, community organisations and other stakeholders
- Oversee compliance, funding and associated reporting requirements
- Ensure best practice governance and risk management
- Foster an inclusive, collaborative workplace culture including self-determination for First Nations people

Skills Required

You're a strategic, purpose-driven leader with executive level experience, ideally within the legal, consumer policy and advocacy, or broader not-for-profit sector. While legal qualifications are not essential, an understanding of the legal system, particularly law reform and the consumer rights landscape, will be highly regarded.

With a strong commitment to the consumer movement, social justice, equity and culturally safe service delivery, you bring understanding of the challenges faced by people experiencing financial stress, especially those who are marginalised or disadvantaged.

Your ability to build relationships, manage change and influence stakeholders will be critical, and you'll be comfortable overseeing complex funding agreements, compliance and financial reporting across multiple funding streams. In addition to your business and operational management expertise, you bring the experience to:

- Engage effectively with a board and ensure organisational governance and risk management
- Represent the organisation in government, media and sector settings
- Oversee fundraising and income achievement

If you're motivated by the opportunity to lead a purpose-driven organisation championing financial justice and supporting vulnerable communities, we'd love to hear from you. Please submit your resume and a cover letter addressing the skills required section above to cv@ngorecruitment.com. Alternatively, contact Hayley Martin on 02 8243 0570 if you have any questions or would like to discuss the role in more detail.

