



chief operating officer

- **Lead Finance, HR, Technology and Operations in a purpose led organisation**
- **Partner with CEO and Board to drive sustainability and performance**
- **Executive leadership role | Sydney | social justice impact**

The Organisation

Financial Rights Legal Centre supports individuals experiencing financial distress and disadvantage to assert their legal rights and achieve tangible improvements in their financial circumstances. Providing free financial counselling, legal advice and advocacy, Financial Rights is a trusted voice for consumers navigating the complexities of financial services.

Through casework, advocacy and systemic reform, Financial Rights works to create a fairer financial system, supporting vulnerable individuals while influencing policy, industry practice and regulatory frameworks. With a strong reputation for impact and expertise, Financial Rights delivers services through multiple channels including the National Debt Helpline, the Insurance Law Service, the Credit and Debt Advice line and Mob Strong Debt Help, combining frontline service delivery with research, policy and advocacy to drive meaningful change.

Benefits & Culture

- Values-driven organisation advancing financial justice and systemic reform
- Passionate team and collaborative, inclusive culture with strong social impact
- Competitive salary with generous packaging, additional gifted leave
- Central Sydney Surry Hills location

The Role

Reporting to the CEO, this is a key executive leadership role responsible for the organisation's financial leadership and operational performance. This broad and hands-on role is fundamentally anchored in financial management, with responsibility for overseeing budgeting, reporting, audit and funding compliance, while ensuring strong operational foundations across HR, ICT, risk and back office functions.

You will work closely with the CEO and Board, supporting strategic activities and providing financial insight and high quality operational and risk advice to support long term sustainability. You'll also lead and develop a high performing operations team including:

- Leading financial management, budgeting, reporting and audit processes
- Overseeing HR, including HR strategy, culture, workforce planning and people systems
- Leading ICT strategy and operations, driving technology strategy, systems reliability, cybersecurity and uplift of digital capability
- Establishing and embedding risk management and compliance frameworks
- Managing procurement, property and back office functions

Skills Required

You are a senior leader with strong financial acumen, bringing experience either from a COO/corporate services leadership role or from a senior finance/CFO background with broader operational exposure.

With strategic capability and operational depth, you can demonstrate:

- Deep experience in financial management, reporting, audit and compliance
- Proven ability to lead organisational financial strategy and sustainability
- Experience overseeing broader corporate services (HR, ICT, risk, operations)
- Ability to support CEOs and Boards with high-quality strategic advice
- Strong analytical, communication and stakeholder engagement skills
- A collaborative, hands-on leadership style with a focus on outcomes

Most importantly, you will be motivated by the opportunity to contribute to an organisation delivering meaningful impact and advancing justice for vulnerable people in financial distress.

If you are interested in leading finance and operations within a high-impact organisation, we would welcome your application. Please submit your CV and covering letter to cv@ngorecruitment.com or contact Judith Marks or Louise Furlong at NGO Recruitment on (02) 8243 0570 for a confidential discussion. To request a full information package please email: officeadministrator@ngorecruitment.com (no applications here please).

