NGO RECRUITMENT

Financial Rights LEGAL CENTRE

CANDIDATE INFORMATION PACK

Chief Executive Officer

Financial Rights Legal Centre

Welcome from the Chair

Natalie Pozdeev
Chair

Thank you for your interest in the Chief Executive Officer role at the Financial Rights Legal Centre.

We are a community legal centre dedicated to helping people understand and enforce their financial rights – particularly those people experiencing disadvantage or financial stress. Through legal advice, financial counselling and advocacy, we support individuals to resolve complex problems. We also using these insights to push for stronger consumer protections and a financial system where power is more balanced, protections are stronger and people are not excluded or exploited.

Our vision is not only to assist individuals, but to drive systemic change, shaping a financial landscape where fairness, equity and accountability are embedded, and where all people have the opportunity to achieve financial well-being. We recognise the ongoing impacts of systemic inequality, including for Aboriginal and Torres Strait Islander people, and the importance of creating culturally safe, inclusive approaches in achieving financial justice.

We see the CEO role as central to advancing that vision, strengthening our influence, and ensuring our work delivers impact at both an individual and structural level.

Our values guide everything we do. We act with courage in advocating for clients and communities, with kindness in how we engage with others, and with a belief that we are stronger together: through collaboration, respect and shared responsibility.

We are seeking a CEO who can lead with clarity and integrity, build on our strong foundations, and thoughtfully evolve our organisational culture to support our people and the communities we serve, and strengthen our impact. This includes fostering a culture that enables collaboration, accountability and sustained influence across the sector, while guiding the organisation through its next phase. This is an opportunity to lead a highly respected, values-driven organisation with a vital role in shaping a more just and equitable financial system.

We look forward to speaking with you.

Warm regards,
Natalie Pozdeev
Chair, Board of Directors
Financial Rights Legal Centre

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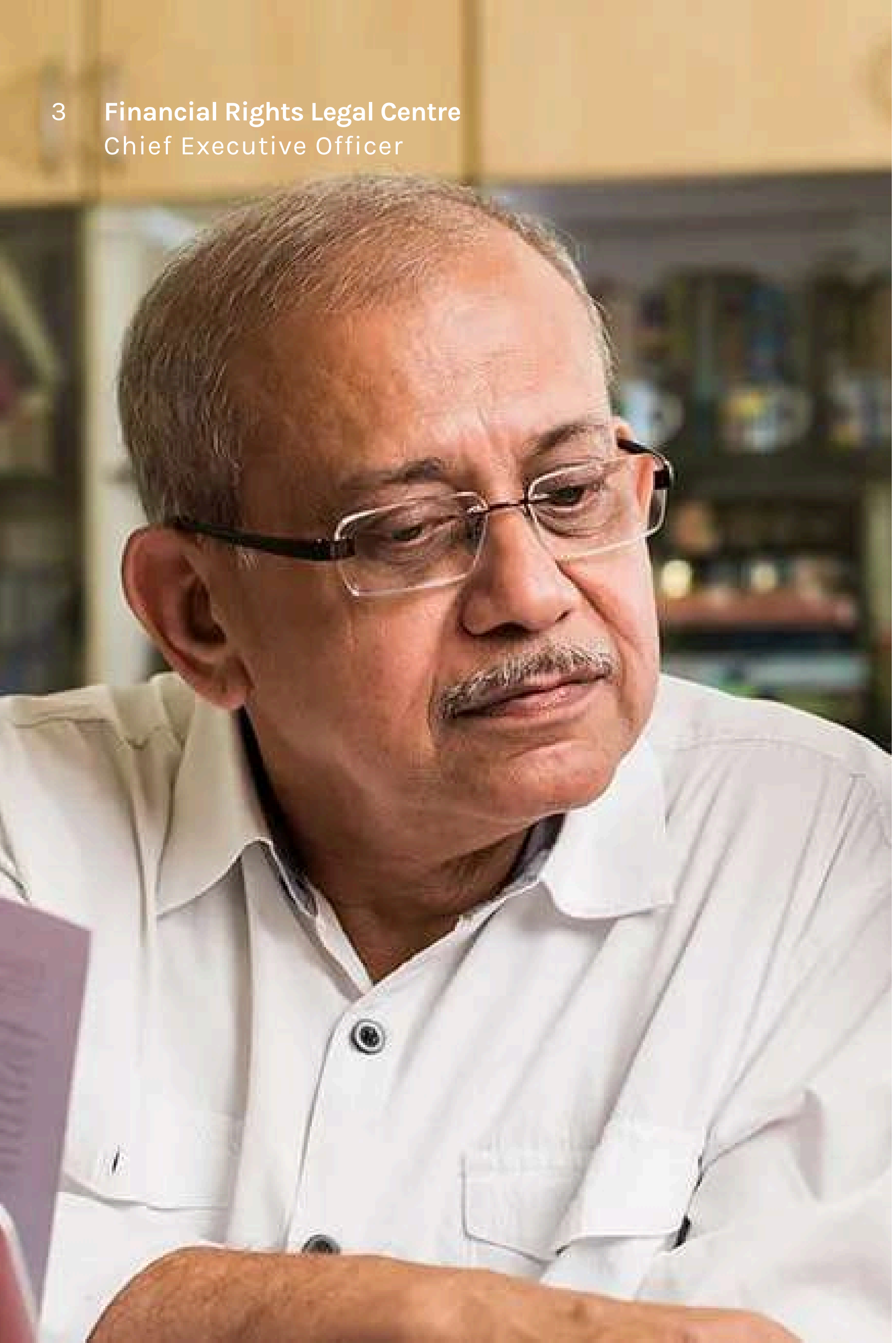


Role Summary

Organisation:

Financial Rights Legal Centre

Job Title:

Chief Executive Officer

Reports to:

Board of Directors

Job Type:

Permanent full-time

Location:

Surry Hills, NSW

Direct Reports:

- Head of Service Delivery
- Chief Operations Officer
- Director of Mob Strong
- Principal - External Relations and Advocacy
- Principal - Policy Development

Expected Salary:

The salary for this role is circa $220k + superannuation and tax-effective salary packaging. If remuneration is slightly below your expectations but you're motivated to advance financial justice and consumer rights, we encourage you to apply.

The full position description can be found here.

Background Information

Financial Rights Legal Centre believes everyone deserves fairness, dignity and control over their financial future. As a specialist community legal centre, Financial Rights stand alongside people navigating complex financial challenges.

Through expert legal advice and financial counselling, the centre empowers those most in need to overcome barriers, resolve complex financial issues and regain stability and independence. Financial Rights is a powerful voice for change; driving law reform, shaping public policy and advocating for stronger consumer protections.

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

Read more about Financial Rights Legal Centre.

Read the Centre Annual Report 2025.

Board of Directors

Natalie Pozdeev
Chair

Natalie Pozdeev is the Convenor of Radio and Podcasting at the Australian Film Television and Radio School (AFTRS), with over 20 years' experience in not-for-profit leadership, media and education. She brings a strong commitment to community engagement, social justice, equity and access.

Rosie Thomas
Director

Rosie Thomas is an independent consultant working with purpose-driven organisations across the consumer and financial services sector. She brings expertise in law, regulation and advocacy, with experience at CHOICE, Super Consumers Australia and ASIC.

Dave McMillan
Director

Dave McMillan was a solicitor at Legal Aid and a long-term contributor to the community legal sector, including decades of volunteering with Kingsford Legal Centre. He is the longest-serving director on the Board and a strong advocate for access to justice.

Sue-Ellen Hills
Director

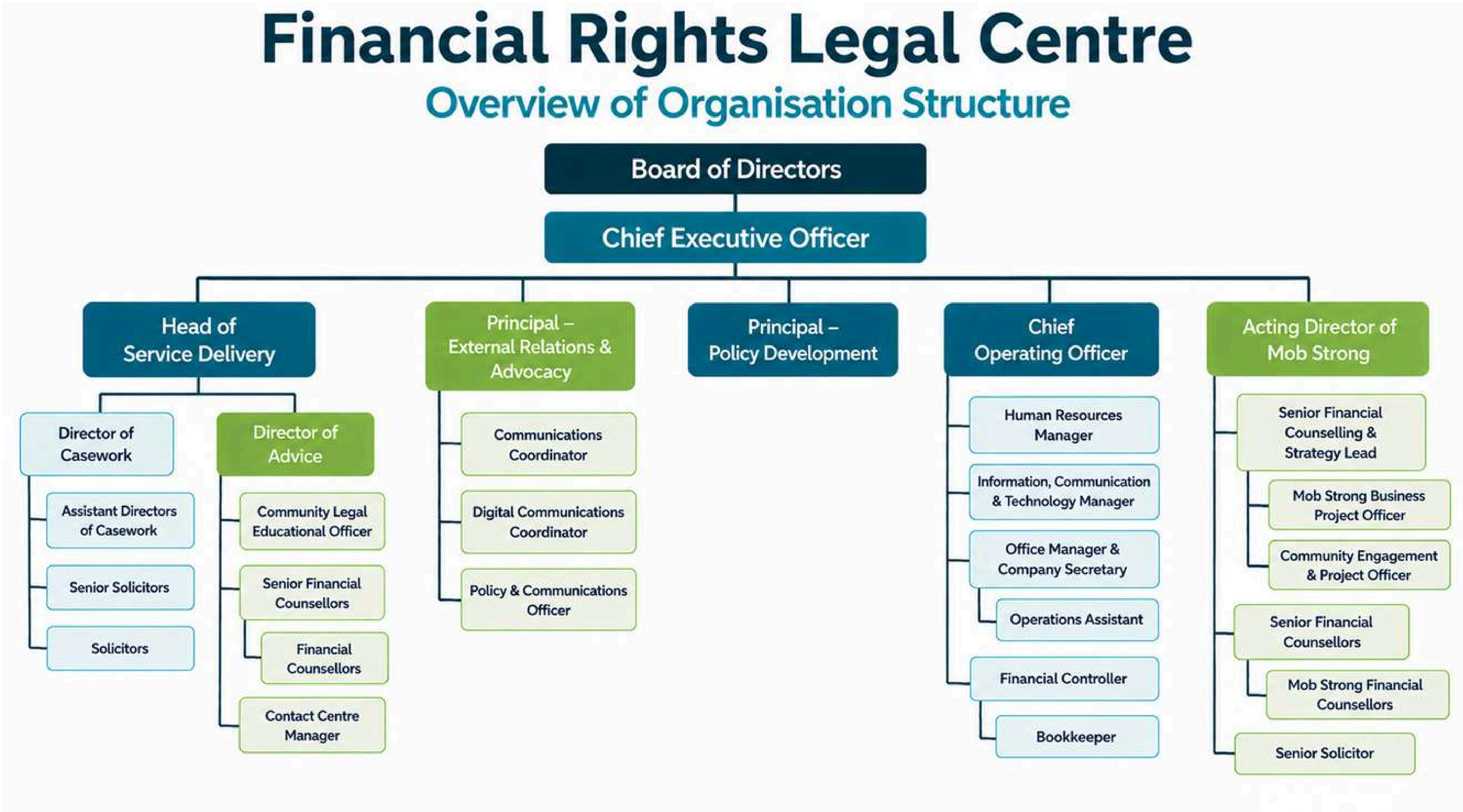
Sue-Ellen Hills is a Senior Solicitor at Legal Aid NSW with experience across community legal settings including knowmore and Redfern Legal Centre. She specialises in working with vulnerable clients and is committed to access to justice.

Francis Vierboom
Director

Francis Vierboom is Chief Executive Officer of Rewiring Australia, leading national efforts to accelerate electrification and support households to transition to clean energy. He brings a background in technology, law and entrepreneurship, and is a long-serving board member of the Centre.

Beth Schwalbe
Director

Beth Schwalbe is a Senior Financial Counsellor with Anglicare who supports people experiencing financial hardship and builds sector capability through training and education. She is a CPA, Treasurer of the Financial Counsellors' Association of NSW, and a Director of the Centre.


Financial Rights Legal Centre
Overview of Organisation Structure
Board of Directors
Chief Executive Officer
Head of Service Delivery
Director of Casework
Assistant Directors of Casework
Senior Solicitors
Solicitors
Director of Advice
Community Legal Educational Officer
Senior Financial Counsellors
Financial Counsellors
Contact Centre Manager
Principal – External Relations & Advocacy
Communications Coordinator
Digital Communications Coordinator
Policy & Communications Officer
Principal – Policy Development
Chief Operating Officer
Human Resources Manager
Information, Communication & Technology Manager
Office Manager & Company Secretary
Operations Assistant
Financial Controller
Bookkeeper
Acting Director of Mob Strong
Senior Financial Counselling & Strategy Lead
Mob Strong Business Project Officer
Community Engagement & Project Officer
Senior Financial Counsellors
Mob Strong Financial Counsellors
Senior Solicitor

Strategy on a page

FY2025 to FY2028

Financial Rights Legal Centre

We BELIEVE in a people centred financial system that serves the needs of all.

Our PURPOSE is to provide advice and advocacy to improve the lives of people in financial distress and work with our allies towards a fairer financial system.

By 2028, we will have increased our positive outcomes and impact for those who need us by 28%.

Our 4 year strategy to enhance our impact will focus on 4 pillars

Population outcomes	Our clients	Our people	Sustainable operations
By 2028, we will increase our impact on law reform and other system changes by 28%	By 2028, we will improve client outcomes by 28% by better targeting of services and improved efficiency	By 2028, we will strengthen our capable, committed and culturally competent workplace	By 2028, we will double our recurrent funding and have a fit for purpose operating model
Laws, dispute resolution processes, and industry practices will change to benefit consumers	Our client services are 20% more impactful	We will have capable, values-aligned, and culturally competent individuals	Double recurrent funding
Stakeholders will be better aware of who we are, what we do, what we want changed, and why	Frontline workers complete more substantative services to priority client groups through efficient triage and administration	We will have enhanced staff wellbeing and engagement	25% of the cost of operations is funding by non-government funds to retain independence
Our clients services will contribute to our population outcomes	More clients will get effective assistance as a result of our community legal education activities and resources	Enhance leadership by developing and implementing a succession planning framework for leadership roles	We will have all the elements of a sustainable and impactful operating model in place

Our pillars will be enabled by

Data | **Technology** | **Equity** | **Partnerships**

And guided by our values

Courage | **Kindness** | **Stronger Together**

Key Responsibilities

Reporting directly to the Board, you will lead the organisation with purpose, integrity and vision driving meaningful change in the lives of people experiencing financial hardship. This is a unique opportunity to shape both the strategic direction and day to day impact of an organisation at the forefront of financial rights, policy and advocacy.

As Chief Executive Officer, you will be a strong and compassionate people leader, building a positive and inclusive culture and supporting your team to deliver real impact for the community.

In this role, you will:

- Represent Financial Rights across government, media and key sector forums
- Champion high-quality service delivery
- Elevate the organisation's voice in law reform and public discourse
- Inspire, mentor and empower a committed leadership team
- Build and strengthen trusted relationships with government, community partners and key stakeholders
- Ensure excellence in compliance, fundraising and transparent reporting
- Uphold best-practice governance, risk management and organisational accountability
- Foster a deeply inclusive, collaborative culture that embraces diversity and supports First Nations self-determination

The Candidate

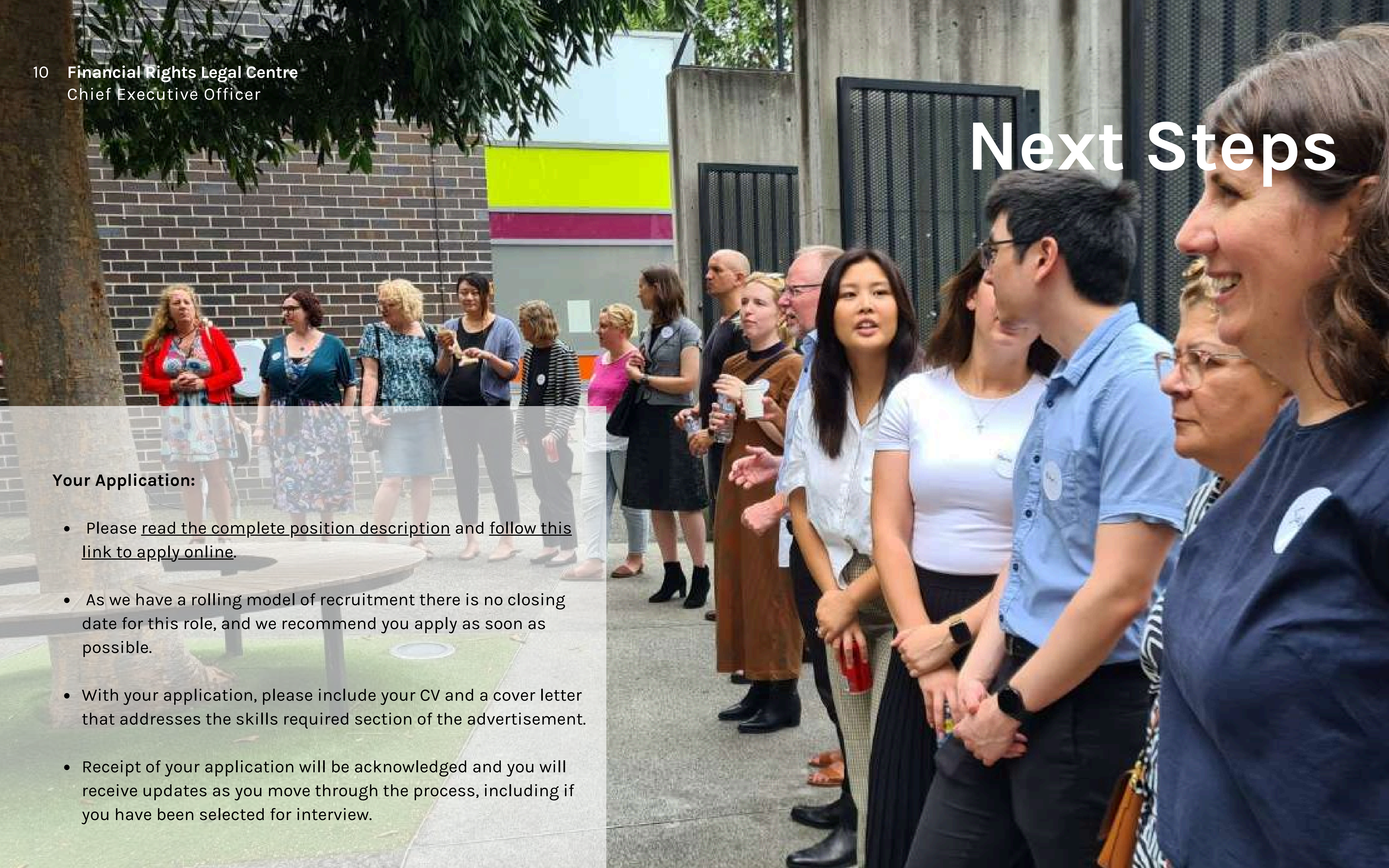
You are a strategic and values-driven leader with a passion for social justice and a proven track record at an executive level. You bring the vision, credibility and drive to lead with impact.

You are deeply committed to advancing equity and supporting those experiencing financial stress. Above all, you are an exceptional people leader, with demonstrated experience building, developing and leading senior teams, and creating a culture of accountability, trust and delivering for impact.

You will demonstrate:

- Strong understanding of the legal and regulatory landscape in relation to consumer rights and law reform
- In-depth experience guiding and developing senior leaders to achieve organisational objectives
- Outstanding relationship building skills
- Thoughtful change leadership and proven ability to positively influence
- Previous success working effectively with a Board to ensure strong governance and strategic alignment
- Proven capability representing an organisation at senior levels across government & media
- Skills to navigate complex funding environments with confidence and accountability
- Capability in overseeing fundraising and driving sustainable revenue growth

To apply please follow this link to the NGO Recruitment website.



Next Steps

Your Application:

- Please read the complete position description and follow this link to apply online.

- As we have a rolling model of recruitment there is no closing date for this role, and we recommend you apply as soon as possible.

- With your application, please include your CV and a cover letter that addresses the skills required section of the advertisement.

- Receipt of your application will be acknowledged and you will receive updates as you move through the process, including if you have been selected for interview.

FAQs

What is the close date for applications?
As we have a rolling model of recruitment, we assess applications as they are submitted; this means that we do not recruit to closing dates and recommend you apply to the opportunity as soon as you can to ensure you don't miss out. Please apply here.

Is my background suitable for the role?
Our clients brief us extensively on their roles; when writing the advertisements, we take great care in outlining the brief and gaining our client's approval before publishing. When considering your experience and suitability for a role, we encourage having a close look at the "Key Responsibilities" page; if you identify with what's outlined, please submit your application.

We recommend addressing the "Candidate" page of the advertisement when writing your 1-2 page cover letter, as we have identified these as the essential competencies in a successful candidate.

Once candidates are shortlisted, the client or role may require a more detailed response to the selection criteria within the job description; we find this saves you time on the application process.

Can you tell me more about what the client is looking for?
The best way to self-assess your suitability for the role is to read through the full position description, the "Key Responsibilities" and "The Role" sections of the advertisement.

We have in-depth discussions with any successful candidates and provide you with a full brief before any interviews you may have with our client.

Can you consider someone part-time?
This has been budgeted as a full-time role, but the Board will consider flexible-work arrangements for the right candidate.

Can you tell me more about the client?
To get to know the organisation a bit better, we encourage you to visit the Financial Rights website, their LinkedIn page and explore relevant online publications.

When is the start date?
Recruitment has commenced for this role, which means our client is ready to select the right person; this should happen within the coming weeks as we move through the process. Clients prefer that the successful candidate starts as soon as they have worked out their notice period, however the start date is usually able to be negotiated.

Location/can you consider a remote worker?
The location of this role is in Sydney, with minimum 4 days per week based at the Surry Hills office.

Salary guide
The salary for this role is circa $220k + superannuation and tax-effective salary packaging. If remuneration is slightly below your expectations but you're motivated to advance financial justice and consumer rights, we encourage you to apply.

What are the key objectives for the board/future direction of the organisation / key challenges in the role / is it a newly created role / why is the position available etc.
We will answer these sorts of questions as part of the discussion we have with the identified candidates of interest; however, we use the advertisement's tone to indicate if the client has a growth agenda or is looking for someone to bed down current programs. If it is a newly created role, we will state this within the advertisement or position description. Any research you may have done through the suggested channels above will also give you insight into the intentions for a role within their organisation.