



**CHIEF EXECUTIVE OFFICER**

**JOB & PERSON SPECIFICATION**

**FEBRUARY 2026**

# Position Description



Position Title:	Chief Executive Officer
Department / Function:	Office of the CEO
Reports to:	Board Chair
Award/Common Law	Common Law
Classification – Grade:	N/A

## About St John Ambulance South Australia

St John SA's vision is to create a safe, supported, engaged and resilient South Australian community

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centred, and evidence-based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

## Position Summary and Requirements

The Chief Executive Officer (CEO), with the Operations Commissioner and Board Committees, has overall responsibility for providing leadership in implementing strategies, policies and decisions, managing the various functions and activities of the organisation, overseeing finances, assets, human resources, communications and major projects.

Key Relationships	
Direct Reports:	<ul style="list-style-type: none"><li>• Chief Operating Officer, Chief Commercial Officer, Chief Marketing and Fundraising Officer, Executive Assistant</li></ul>
Key Internal Relationships:	<ul style="list-style-type: none"><li>• Board and sub-committees of the Board</li><li>• Managers and staff</li><li>• Volunteers</li></ul>
Key External Relationships:	<ul style="list-style-type: none"><li>• St John Australia</li><li>• South Australian and Commonwealth agencies</li><li>• Major donors and sponsors</li></ul>

Core Functions	Scope of Work
Leadership and strategic Planning	<ul style="list-style-type: none"> <li>• Performing the pivotal leadership role for the organisation's staff and volunteers.</li> <li>• Working closely with the Board and Committees to ensure strategic plans are prepared and implemented.</li> <li>• Effectively communicating the St John vision and strategy to all key stakeholders.</li> <li>• Ensuring annual business plans are completed and communicated on time.</li> <li>• Preparing long term asset management and financial management plans to ensure the organisation's sustainability.</li> <li>• Effectively consulting key stakeholders in the development of strategic and business plans.</li> <li>• Ensuring the appropriate review and management of risk to the organisation.</li> <li>• Maintaining a continuous review of the organisation's progress in attaining the objectives and strategies of the corporate plan.</li> <li>• Working with the Board to identify, measure and deliver on agreed annual key performance indicators.</li> </ul>
Human resource management including volunteers	<ul style="list-style-type: none"> <li>• Leading, developing, motivating and managing the organisation's staff.</li> <li>• Actively supporting the dedicated volunteers.</li> <li>• Regularly reviewing the organisational structure to ensure it is flexible and appropriate.</li> <li>• Ensuring recruitment is undertaken in line with contemporary and equal opportunity principles and practices.</li> <li>• Ensuring retention and attraction strategies are activated to position St John as an "employer of choice".</li> <li>• Ensuring professional development and training opportunities, programs, records and policies are in place for both staff and volunteers to meet business and succession planning needs.</li> <li>• As the Responsible Officer, taking reasonable steps to ensure St John complies with all its obligations under the <i>Work, Health &amp; Safety Act 2012</i> and associated legislation to ensure a safe and positive working environment.</li> <li>• Ensuring contemporary performance management procedures are in place and adhered to</li> <li>• Regularly reviewing remuneration and conditions for senior management and ensuring they conduct similar reviews for their teams to increase retention rates.</li> <li>• Monitoring and proactively managing staff turnover.</li> <li>• Creating and maintaining a positive, constructive and productive organisational culture.</li> <li>• Developing and effectively implementing change management programs and initiatives.</li> </ul>
Financial and asset management	<ul style="list-style-type: none"> <li>• Driving financial sustainability via sound financial control and effective business/revenue development and planning.</li> <li>• Ensuring annual and long-term financial plans are prepared, monitored and controlled.</li> <li>• Completing the annual budgeting process in close consultation with the finance department and senior management.</li> <li>• Ensuring close monitoring and controlling of budgets including variance analysis to ensure sound fiscal management.</li> <li>• Ensuring the Board is provided with timely and accurate financial reports to aid key decision making.</li> <li>• Ensuring the financial systems architecture, systems and processes are sound and that technology is effectively utilised.</li> <li>• Ensuring long term asset management plans are in place and closely monitored.</li> <li>• Ensuring strong and well researched business cases are prepared to support major projects.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensuring cash flow is monitored and controlled.</li> <li>• Ensuring the collection and security of revenues and efficient utilisation of the organisation's funds and assets including appropriate investment strategies.</li> <li>• Ensuring that all commercial activities of the organisation have clearly defined financial goals and are in line with corporate objectives.</li> <li>• Ensuring the efficient and effective management and monitoring of the organisation's operating revenue and expenditure.</li> </ul>
Service delivery and major projects	<ul style="list-style-type: none"> <li>• Ensuring improved productivity and quality by regularly reviewing existing policies, authorities, controls, workplace agreements, delegations and systems.</li> <li>• Proactively championing and developing a strong community service focus for the organisation.</li> <li>• Providing an overview of the various services and activities of the organisation and reporting to the Board and its Committees on a regular and formal basis regarding the progress of these services and activities.</li> <li>• Monitoring and responding to customer satisfaction resulting from canvassing of community entities to determine their perceptions on a range of activities in which the organisation is providing service.</li> <li>• Ensuring major projects are completed in line with time and budgetary constraints and project status regularly monitored and communicated.</li> <li>• Improving the performance of the organisation by proactively embracing best practice and continuous improvement initiatives.</li> <li>• Ensuring that the organisation's systems and technology are regularly reviewed and consistent with the agreed strategic direction of the organisation.</li> </ul>
Stakeholder management, customer service and communication	<ul style="list-style-type: none"> <li>• Liaising with internal stakeholders including the Board, Board Subcommittees, Operations Leadership Group, Executive Management Team, staff and volunteers for the achievement of the organisation's objectives.</li> <li>• Liaising with external stakeholders including St John national office, national board, Chief Executives' Committee, interstate counterparts, state government Ministers, relevant agency heads, sponsors, major donors, executors of estates, community service providers and the broader community.</li> <li>• Represent St John at appropriate events to maintain and enhance the organisation's brand and public profile within the community and amongst stakeholders.</li> <li>• Ensuring that the St John brand, products and services are appropriately promoted and communicated to both the business and general communities.</li> <li>• Addressing public meetings in a positive and effective manner.</li> <li>• Responding and initiating as required in regard to local and metropolitan media.</li> <li>• Ensuring positive relationships are established with local media including The Advertiser, The Messenger and various electronic media.</li> <li>• Promptly and diligently responding to request for service and advice from staff, volunteers and the community.</li> <li>• Proactively driving, modelling, facilitating and championing a strong culture of customer service with all St John stakeholders.</li> </ul>
Advice to, and relationship with, the Board, Commissioner and Chairs of Committees	<ul style="list-style-type: none"> <li>• Developing and maintaining a positive and collaborative working relationship with the Board, Board Subcommittees and the Commissioner for Operations.</li> <li>• Ensuring a high degree of satisfaction amongst Board and Subcommittee members and the Operations Leadership Group in relation to support, guidance, service quality and accuracy of information, recommendations and related matters provided by the CEO and senior management.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensuring that the Board is provided with a suite of reports that indicate the status, success and effectiveness of all operations and major projects.</li> <li>• Ensure that St John's statutory and governance obligations are met in a timely and effective manner.</li> <li>• Ensuring Board and Subcommittee members are provided with appropriate professional development opportunities and services.</li> <li>• Ensuring that effective communication and working relationships exist between the Board, Board Subcommittees, the Operations Leadership Group and the administration.</li> </ul>
Workplace Health Safety and Welfare	<ul style="list-style-type: none"> <li>• Ensure legislative requirements are met and promote a culture of safety.</li> <li>• Proactively address safety and child protection matters.</li> <li>• Ensure work station is kept safe and tidy</li> <li>• Undertake workstation self-assessment on an annual basis.</li> <li>• Champion safe and health work practices at all times, including reducing risk and hazards and contributing to legislative compliance across the business.</li> </ul>

### Knowledge Experience and Capabilities

- It is anticipated that the successful candidate will have sound general management experience in a comparatively complex organisation including supervision and management of strategy, staff, volunteers, assets and finances
- Excellent written and verbal communication skills
- High levels of strategic, political and commercial acumen
- Excellent negotiation skills
- Good analytical skills
- Proficiency at public speaking
- Excellent interpersonal skills
- Self-starting and highly motivated
- Excellent skills in problem solving
- Excellent team building and leadership skills
- A consultative management style which genuinely respects and values volunteers
- An empathy with the ethos of volunteering
- Warmth, empathy and good humour
- Chameleon skills to effectively communicate with a wide range of stakeholders from diverse backgrounds
- Strong ethics and professionalism in all matters
- Initiative and innovative approach
- Truth telling skills, i.e. ability to deliver difficult messages
- Ability to manage conflict
- Capacity to mentor and develop strong performers
- Capacity to manage performance
- Vision combined with strategic thinking and planning skills
- Diplomatic but with a strong personality
- Demonstrated energy and passion for service to a community
- Ability to earn respect of others
- Ability to establish trust and empower staff
- Demonstrated capacity for delegation
- Preparedness to be hands on if required
- Ability to demonstrate a professional outlook and presentation style
- Ability to be a positive influence on the organisation
- Courteous assertiveness
- The intelligence, experience and wisdom to assess options and advise the Board and Committees

**Qualifications**

- Tertiary and post graduate qualifications in an appropriate discipline are highly desirable
- First aid qualification (minimum of Provide First Aid) (or willingness to obtain).

**Essential requirements**

- Current South Australian Driver's License
- Out of hours work will be required to attend meetings and/or events, with time managed through flexible working arrangements.
- Interstate/intrastate travel will be required
- It is a requirement that this position undertake and hold a National Police Certificate and a current Working with Children Check both of which are acceptable to St John SA prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first six months of employment.



## HOW TO APPLY

Applications including a cover letter and CV should be addressed to Andrew Reed and Justin Hinora.  
Please visit [henderconsulting.com.au](http://henderconsulting.com.au) to apply.

For a confidential discussion, please call (08) 8100 8827.

### **Please Note**

Your application will be automatically acknowledged by a return email.