



Chief Customer Officer + Local Network Strategic Coach

Chorus Australia | Perth, Western Australia

The Work That Matters

You'll architect and steward living systems—technology and people working in concert—that enable communities to thrive. This is the future of care: where digital platforms automate compliance so humans can focus on relationships. Where customer voice shapes strategy. Where local teams discover and amplify community assets. Where data and stories illuminate patterns of belonging.

Over the next 12-24 months, you'll work with fellow leaders to transform how an entire network operates—moving from transactional service delivery to community thriving at scale.

The domain? Aged care and disability services. But the real work? Building the organisational infrastructure to animate human flourishing.

If you see technology as liberating (not replacing) connection, can hold complexity without collapsing it, and believe rigorous systems enable rather than constrain innovation—keep reading.

Who We Are

Chorus is a deliberately developmental organisation being studied and awarded for our approach to care. We've evolved from traditional centralised service provider, to 20 (soon to be 21) autonomous Local teams delivering community-connected care.

The results:

- Employee wellbeing in top 40% of organisations nationwide
- Employee turnover around 20% (sector average 35%+)
- Productivity up 10%
- Customers report feeling more connected and confident

Where we're heading:

We're in the midst of three fundamental transformations:

1. From service provider to community connector
2. From operations to exponential growth
3. From "people managing people" to "people stewarding integrated digital and human systems"

This role sits at the heart of that integration challenge.



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Chorus Australia Limited

ABN: 45 616 910 564

The Role: Two Hats, One System

Hat 1: Chief Customer Officer (Governance & Strategy)

- Customer experience strategy from first contact through thriving community membership
- Customer voice governance ensuring perspective shapes Board and executive decisions
- Quality assurance systems that drive improvement without bureaucracy
- Data insights (warm and cold) supporting discernment and decision-making

Hat 2: Local Network Strategic Coach (Operations & Performance)

- Performance coaching for 20 independent Local teams on customer outcomes, community connection, and financial sustainability
- Growth strategy—adding new Locals while maintaining quality and culture
- Community development capability building
- Leadership coaching and capability development for Local Leads

What Makes This Distinctive

This is increasingly about stewarding systems of technology and people.

Over the next 12-24 months, you'll work collaboratively to deliver:

- Digital customer experience platforms (mobile apps, AI-enhanced communication, predictive analytics)
- Quality assurance automation that frees teams from administrative burden
- Community impact measurement (quantitative + qualitative)
- Data-informed decision-making that illuminates patterns
- Collaborative governance where technology enables participation

You don't need to code. But you do need to:

- Envision what's possible with emerging technologies for customer experience
- Make informed decisions about digital solutions
- Translate between technical systems and human needs
- Work in partnership to foster quality user experiences
- Steward systems that augment (not replace) relationships

Who You Are

You Bring Large-Scale Operational Experience

- Track record at 150+ FTE, \$20m+ revenue, multi-site or distributed network complexity
- Experience navigating significant organisational transformation
- Comfort with ambiguity, rapid change, and incomplete information
- Financial acumen—P&Ls, resource allocation, value realisation

You're Digitally Literate

- Comfortable with digital platforms, data analytics, emerging technologies
- Can envision technology-enabled customer experiences
- Understand data governance and cyber security fundamentals
- Systems thinker who sees interdependencies and feedback loops

You're a Coach and Developer of People

- Coaching orientation—developing others rather than being the expert
- Experience with distributed leadership models
- Track record building collaborative, high-trust cultures
- Comfort sharing power and authority

You Have Emotional Maturity

- High self-awareness and self-regulation
- Comfortable with vulnerability and difficult conversations
- Build trust across diverse stakeholders
- Resilient through setback and tension

You Have Growth Mindset and Cultural Fluency

- Both/and thinking—navigating polarities without premature resolution
- Speak multiple "languages" (data, systems, community, narrative)
- Genuinely curious despite deep expertise
- Aligned with values: zero distance, community connection, shared accountability

You don't need aged care or disability experience. Curiosity about the domain and fluency with regulatory complexity matter more than credentials.

What We're NOT Looking For

- Traditional command-and-control leadership
- Need for all decisions to flow through you
- Discomfort with distributed authority
- Purely compliance-focused mindset
- Technology naivety
- "I'm the expert, implement my solutions" approach

How We Work

Collaborative Leadership: Minimal hierarchy, highly decentralized decision-making, you participate with voice not veto

Zero Distance: Leaders commit to hands-on support work (~5% of time), your office is wherever the work happens

Developmental Culture: Everyone is learning, feedback is a gift, vulnerability valued, executive coaching provided

Relational + Data-Informed: Decisions informed by quantitative AND qualitative insight, stories matter as much as numbers

What We Offer

Strategic Impact: Shape the future of care work, innovation space to design and test, daily connection to meaningful work

Collaborative Team: CEO, CFO, CPO colleagues, fractional CTO advisor, Hub Mentor team, strategic partners, supportive Board

Professional Growth: Executive coaching, conferences, professional development

Practical Details:

- Remuneration: \$200,000–\$240,000 + 11.5% superannuation
- Hybrid work model with schedule autonomy
- Latest technology and tools
- 3-4 months cultural onboarding before full productivity expected



Relocation Support: We'll support relocation to Perth for the right person. Perth offers exceptional lifestyle, pioneering innovation culture, and strategic proximity to Australia and also Asia's emerging markets—for someone building next-generation care models, it's an ideal base.

The Invitation

This role requires holding multiple accountabilities simultaneously: governance and operations, strategy and execution, stewarding systems while staying present to individual human stories.

Not everyone can do this work.

But if you're someone who:

- Sees that care work is at the heart of flourishing societies
- Can transform organisations to integrate human connection and digital innovation
- Wants to lead at enterprise scale while staying connected to individual stories
- Is energized by complexity, ambiguity, and designing living systems
- Brings capability while remaining genuinely curious

...then we'd love to talk with you.

Chorus exists to enable local communities to thrive.





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