

# Role Description

## Program Finance Manager

Cluster	Customer Service
Department/Agency	Department of Customer Service (DCS)
Division/Branch/Unit	ICT & Digital Government / NSW Telco Authority
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	132211
PCAT Code	1223334
Date of Approval	Aug 2019

### Primary purpose of the role

Provides financial and project accounting services, expert advice, analysis, report across complex strategic project to achieve commercial outcomes; enable management to make informed business decisions and to ensure the financial performance of the business is consistent with best practice.

### Key accountabilities

- Provide expert, reliable and trusted financial and project accounting advice, coaching and counsel to Business Managers to ensure the achievement of project outcomes.
- Lead the preparation of management reporting and analysis of projects financial performance to ensure senior management can effectively respond to changing circumstances and developments.
- Develop and implement systems, policies and processes to ensure the highest levels of corporate governance are maintained and the accuracy of financial information
- Prepare and provide regulatory agencies with compliant financial statements, submissions and information and schedules by the required dates to ensure the business meets its statutory obligations.
- Manage internal and external audit engagements for the business and implement audit recommendations to ensure business is compliant and improves its financial performance
- Manage stakeholder relationships through effective communication, negotiation and issues management to ensure stakeholders are engaged throughout the project and deliverables are met.
- Collaborate with colleagues to undertake reviews of accounting policies, practices and processes to improve efficiency and effectiveness and then promote and implement changes through appropriate communication channels and effective training
- Manage and develop direct reports to ensure they are engaged and competent to deliver services that deliver organisational objectives.

### Key challenges

- Managing interdependences and balancing competing demands to ensure function and business objectives are achieved
- Balancing the application of risk management to ensure appropriate controls and monitoring mechanisms are maintained to protect State finances while meeting client and business unit processing needs
- Influencing stakeholders to ensure legislative compliance, financial data integrity and maintenance of appropriate controls during the development of changes to systems and applications in a constantly changing technological environment

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Contribute to broader unit issues</li> <li>• Provide expert advice and guidance on finance and reporting issues</li> <li>• Escalate issues, keep informed, advise, receive guidance and instructions</li> <li>• Participate in discussions and decisions regarding financial performance of organisation</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Provide advice, guidance and support as they undertake daily tasks</li> <li>• Inspire and motivate team, provide direction and manage performance</li> <li>• Encourage team members to work collaboratively to achieve business outcomes</li> <li>• Guide, support, coach and mentor team members</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>• Provide expert advice to achieve business objectives</li> <li>• Highlight resourcing challenges and seek effective solutions within budget and service delivery constraints</li> <li>• Develop and maintain effective working relationships and open channels of information to ensure achievement of business objectives</li> <li>• Resolve and provide solutions to issues</li> <li>• Respond to queries and resolve issues</li> </ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships and open channels of information to ensure achievement of business objectives</li> <li>• Consult, provide and obtain information</li> <li>• Negotiate outcomes and timeframes</li> <li>• Address/respond to queries where possible, or redirect relevant party for review and</li> <li>• Resolve and provide solutions to issues</li> </ul>
Industry professionals/consultants	<ul style="list-style-type: none"> <li>• Negotiate and approve contracts and service agreements</li> <li>• Manage contracts and monitor provision of service to ensure compliance with contracts and service arrangements</li> </ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Executive. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

## Reporting line

Commercial Director

## Direct reports

This role may have up to 6 direct reports

## Budget/Expenditure

As per the DCS Financial Delegations

## Essential requirements





Chartered Accountant / Certified Public Accountant

## Capabilities for the role


The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	<b>Act with Integrity</b>	<b>Advanced</b>
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	<b>Work Collaboratively</b>	<b>Advanced</b>
	<b>Influence and Negotiate</b>	<b>Adept</b>
 Results	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	<b>Finance</b>	<b>Advanced</b>
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	<b>Manage Reform and Change</b>	<b>Adept</b>

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Advanced	<ul style="list-style-type: none"> <li>Model the highest standards of ethical behaviour and reinforce them in others</li> <li>Represent the organisation in an honest, ethical and professional way and set an example for others to follow</li> <li>Ensure that others have a working understanding of the legislation and policy framework within which they operate</li> <li>Promote a culture of integrity and professionalism with the organisation and in dealings external to government</li> <li>Monitor ethical practices, standards and systems and reinforce their use</li> <li>Act on reported breaches of rules, policies and guidelines</li> </ul>
<b>Relationships</b> Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>Build a culture of respect and understanding across the organisation</li> <li>Recognise outcomes which resulted from effective collaboration between teams</li> <li>Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government</li> <li>Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions</li> </ul>
<b>Relationships</b> Influence and Negotiate	Adept	<ul style="list-style-type: none"> <li>Negotiate from an informed and credible position</li> <li>Lead and facilitate productive discussions with staff and stakeholders</li> <li>Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>Recognise and explain the need for compromise</li> <li>Influence others with a fair and considered approach and sound arguments</li> <li>Show sensitivity and understanding in resolving conflicts and differences</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>• Manage challenging relations with internal and external stakeholders</li> <li>• Pre-empt and minimise conflict</li> <li>• Take responsibility for delivering on intended outcomes</li> <li>• Make sure team/unit staff understand expected goals and acknowledge success</li> <li>• Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>• Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>• Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>• Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Business Enablers</b> Finance	Advanced	<ul style="list-style-type: none"> <li>• Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management</li> <li>• Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound</li> <li>• Assess relative cost benefits of direct provision or purchase of services</li> <li>• Understand and promote the role of sound financial management and its impact on organisational effectiveness</li> <li>• Involve specialist financial advice in review and evaluation of systems and processes used to identify opportunities for improvement</li> <li>• Respond to financial and risk management audit outcomes, addressing areas of non-compliance</li> </ul>
<b>People Management</b> Manage Reform and Change	Adept	<ul style="list-style-type: none"> <li>• Actively promote change processes to staff and participate in the communication of change initiatives across the organisation</li> <li>• Provide guidance, coaching and direction to others managing uncertainty and change</li> <li>• Engage staff in change processes and provide clear guidance, coaching and support</li> <li>• Identify cultural barriers to change and implement strategies to address these</li> </ul>