

Role Description

Manager, Finance Operations

POWERHOUSE

Cluster	Department of Enterprise, Investment & Trade
Department/Agency	Powerhouse Museum
Division/Branch/Unit	Corporate Resources/Finance
Role number	NEW
Classification/Grade/Band	Clerk 9-10
ANZSCO Code	
PCAT Code	
Date of Approval	April 2024
Agency Website	powerhouse.com.au

Agency Overview

The Powerhouse Museum sits at the intersection of the arts, design, science, and technology. It plays a critical role in engaging communities with contemporary ideas and issues. Established in 1881, the Museum includes the Powerhouse Ultimo, Sydney Observatory and Powerhouse Castle Hill and will expand to include the Museum's new flagship - Powerhouse Parramatta. The Museum is the custodian of over half a million objects of national and international significance and is considered one of Australia's finest and most diverse collections.

The Powerhouse Museum is undertaking a landmark renewal program that includes the creation of Powerhouse Parramatta, the most significant cultural infrastructure project since the Sydney Opera House; the expansion of Powerhouse Castle Hill, which includes expanded storage and new research and public facilities; and the renewal of the iconic Powerhouse Museum in Ultimo.

Primary purpose of the role

The Manager, Finance Operations plays a crucial role in ensuring efficient and effective governance and fiscal management. This includes aligning the objectives of finance and operations teams, owning finance operational processes, managing resources, delivering statutory financial reports and ensuring compliance with public sector financial administration policies, relevant legislation, accounting standards, and auditing regulations, reporting, providing expert technical, financial accounting advice including guidance on policy matters and interpretation of statutory requirements, supporting strategic decision-making, managing the system of internal financial controls, financial compliance, cash and working capital management for the Museum.

The role is also responsible for leading cost management and the rationalisation of operations, supporting and enabling technology changes, including their design and implementation, and ensuring the quality and integrity of finance data from core systems (i.e. ERP). Play a crucial role in fostering collaboration and establishing effective lines of communication across teams within the finance function (including external support teams, e.g., shared service centre) and the wider business to enable the potential to drive more efficient and accurate finance operations whilst also contributing to faster and more agile business transformation.

The position is integral in supporting the Director Finance to emphasise and drive team collaboration and development, involving mentoring and guidance throughout the financial year. The position is responsible for the effective oversight and management of the following critical financial services: financial accounting, asset management, insurance, cash management and investments, taxation, external reporting, statutory obligations and compliance, and other finance transactional activities, including those via the Shared Services (e.g. accounts payable, accounts receivables, payroll) and supporting audit procedures and related activities.

Key Accountabilities

- **Compliance and statutory reporting:** Lead the development and implementation of strategic accounting policies, standards and protocols, ensuring compliance with corporate and statutory obligations to ensure the preparation of the Museum's interim and annual Financial Statements is in accordance with statutory requirements, taxation authorities, NSW Treasury guidelines and applicable accounting and audit principles and standards.
- **Finance process ownership:** Oversee the end-to-end development and upkeep of financial risk management frameworks and finance operations processes, including implementing and monitoring the effectiveness of economic governance and controls.
- **Process Enhancement and Standardisation:** Identify and drive continuous improvement initiatives across finance operations processes, identifying opportunities for streamlining, automation and standardisation.
- **Cost recovery:** Manage cost recovery implementation for externally funded projects to ensure they are appropriate and used consistently across the Museum.
- **Drive performance of finance operations:** Analyse the performance of finance operations team activities, track key performance indicators and metrics, and identify improvement areas to drive process efficiency, accuracy, compliance, and overall performance.
- **Insights and advice:** Provide timely, expert, and authoritative advice, reports, analyses, and information to senior management on the performance of financial operations, financial management, Treasury policy, practice, accounting standards and statutory obligations to enable the Museum to achieve optimal outcomes.
- **Change Management:** Contribute to change management efforts related to finance process improvements, ensuring smooth transitions and stakeholder adoption.
- **Audit:** Coordinate internal and external financial audit activities, oversee the implementation of agreed-upon recommendations arising from audit reports, and provide timely expert advice and professional support to finance leadership and executives.

General Requirements

- Work in an interdisciplinary manner across project teams and Museum initiatives.
- Adhere to all obligations, responsibilities and legislative requirements under current Work Health & Safety (WHS) Acts and Regulations, ensuring all areas under supervision are monitored for WH&S risks and hazards and are reviewed regularly.
- Ensure the Powerhouse is positioned as the leading applied arts and sciences museum.

Key challenges

The position is required to meet strict guidelines, work under pressure and with competing priorities while:

- Embedding solid financial controls and fostering a professional accounting and financial management culture within the Museum.
- Ensuring efficient, timely and standardised transactional activities using appropriate measures, KPIs, or serve-level standards to monitor performance.
- Managing, remediating, and enforcing compliance procedures.
- Balance competing priorities and challenges within the business constraints (funding, systems, data, processes, people, etc.), including responding to external stakeholder needs (e.g. department, Treasury and other government authorities)
- Ability to manage a small team of direct reports and services provided via a Shared Services function effectively to meet set deadlines from internal and external stakeholders.
- Provide input into the administration and customisation of ERP systems managed externally by the whole government to ensure controls and systems are efficient, robust, and reliable.
- Ability to monitor and manage the performance of financial operations services provided externally (e.g. shared service centre).

Key relationships

Who	Why
Internal	
Director, Finance	<ul style="list-style-type: none"> • For direction of and input into the strategic goals of the Museum to ensure that the key priorities of the Finance team have been aligned • Provide guidance around public sector financial administration policies, accounting standards, legislation, regulations, and statutory requirements Highlight potential risks and issues and seek guidance to mitigate or manage them effectively • Prepare and manage submissions to NSW Treasury and other related stakeholders (e.g. Department level) • Validate improvement opportunities
Finance Business Partners	<ul style="list-style-type: none"> • Provide inputs to processes managed by Finance Business Partners • Provide guidance around public sector financial administration policies, accounting standards, legislation, regulations, and statutory requirements
Sourcing & Procurement	<ul style="list-style-type: none"> • Provide guidance around public sector financial administration policies, accounting standards, legislation, regulations, and statutory requirements
Data & Insights Solutions Lead	<ul style="list-style-type: none"> • Provide inputs to solutions and responsibilities managed by the Data & Insights Solutions Lead
Business Stakeholders	<ul style="list-style-type: none"> • Collaborate and provide expert advice to contribute to finance strategies, continuous improvement activities and decision-making
Direct Reports	<ul style="list-style-type: none"> • Lead, guide, support and foster a positive team culture • Set performance expectations and manage team performance and development
All Museum staff	<ul style="list-style-type: none"> • Coach staff in financial management to facilitate compliance with policy and legislative requirements across a geographically dispersed operating

Who	Why
	<p>environment and support all staff in achieving the best value for money within strong fiscal controls and policies to underpin the Museum's ongoing success</p> <ul style="list-style-type: none"> Establish and maintain proactive professional relationships with Finance and other stakeholders and contribute to Museum and OEH meetings for the integration of financial management with policy, planning, evaluation and operational frameworks.
External	
Other NSW Agencies	<ul style="list-style-type: none"> Establish and maintain professional networks and relationships to guide finance operational initiatives for Powerhouse and to ensure compliance with relevant legislation
Community or Industry representative groups	<ul style="list-style-type: none"> Establish and maintain regular dialogue with community and/or industry groups to discuss best practices in Finance and coordinate the planning and implementation of related initiatives
Shared Services Centre	<ul style="list-style-type: none"> Provide governance, guidance, and support to finance operation activities Resolve and provide solutions to issues and build capacity

Role dimensions

Decision making

This position is responsible for:

- Decisions concerning the Finance operations, particularly setting priorities in periods of peak workload and being flexible to the museum's needs and goals.
- Maintaining and improving the control environment.
- Ensuring the Museum's financial management systems meet all statutory, internal, and external reporting requirements.
- Consults and refers to the Finance Director for decisions regarding project outcomes and timeframes, issues that may escalate
- Determine accounting policies and procedures to comply with the applicable AEIFRS and other mandatory reporting requirements, the requirements of the Public Finance and Audit Act and Regulations and the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent Agencies or issued by the Treasurer under section 9(2)(n) of the Act.

Reporting line

This role reports to the Director, Finance

Direct reports

- Finance Operations Assistant
- Finance Operations Coordinator

Budget/Expenditure

As per Powerhouse financial delegations.

Knowledge & Experience

- Previous experience in effectively managing and leading teams, including setting goals, monitoring performance and fostering a collaborative work environment
- A strong understanding of finance processes such as financial accounting, accounts payable, accounts receivable, asset accounting, reconciliation, invoicing, taxation, financial reporting and auditing
- Familiarity with ERP systems and their relevant finance applications
- Demonstrated experience managing the delivery of annual financial statements, as well as up-to-date and comprehensive knowledge and understanding of International and Australian accounting standards, public sector accounting practices, and requirements, including the Public Finance and Audit Act and the Financial Reporting Code for General Government Agencies.
- Highly developed skills in financial reporting with the ability to interpret and analyse data and translate this into meaningful information to support the Executive in making decisions.
- Excellent analytical and conceptual skills, including research, policy review, legislative assessment, accounting standards, evaluation, and strategic planning skills.
- Superior interpersonal, presentation and written communication skills across different business areas.
- Leadership skills and a proven ability to manage complex stakeholder relationships, including building and sustaining effective networks with colleagues and stakeholders, evidenced by collaborative decisions and effective management of conflicting priorities and driving successful outcomes and performance.
- Demonstrated ability in project management, contract management and service-level partnership agreements for service delivery.

Essential requirements

- Degree qualification in a relevant discipline, ideally at a postgraduate level or equivalent knowledge and experience.
- CA or CPA qualified

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

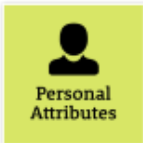
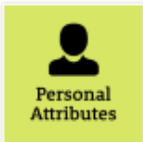
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

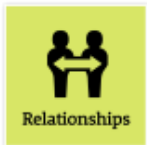
Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible, show initiative and respond quickly when situations change• Give frank and honest feedback and advice• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately• Raise and work through challenging issues and seek alternatives• Remain composed and calm under pressure and in challenging situations	Adept
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way and encourage others to do so• Act professionally and support a culture of integrity• Identify and explain ethical issues and set an example for others to follow• Ensure that others are aware of and understand the legislation and policy framework within which they operate• Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept

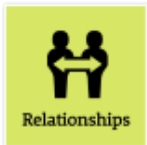


Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Tailor communication to diverse audiences
- Clearly explain complex concepts and arguments to individuals and groups
- Create opportunities for others to be heard, listen attentively and encourage them to express their views
- Share information across teams and units to enable informed decision making
- Write fluently in plain English and in a range of styles and formats
- Use contemporary communication channels to share information, engage and interact with diverse audiences

Adept



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

Adept



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these
- Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

Adept



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



Finance

Understand and apply financial processes to achieve value for money and minimise financial risk

- Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management
- Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound
- Assess relative cost benefits of various purchasing options
- Promote the role of sound financial management and its impact on organisational effectiveness
- Obtain specialist financial advice when reviewing and evaluating finance systems and processes
- Respond to financial and risk management audit outcomes, addressing areas of non-compliance in a timely manner

Advanced

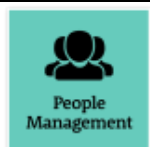


Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements

Adept



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others




- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
- Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Monitor and report on team performance in line with established performance development frameworks

Adept



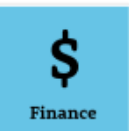
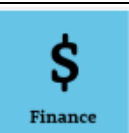

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities. Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Adept

	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept

Occupational Specific Complimentary Capabilities

Capability group/sets	Capability name	Description	Level
	Financial Strategy, Governance and Risk Management	Establish effective and appropriate governance, assess the organisation's strategic financial position, and ensure effective investment and financing decisions	Level 1
	Financial Accounting and Statutory Reporting	Apply and comply with accounting standards, legislation and specific organisational policies, standards and protocols, and implement effective statutory and other external reporting requirements	Level 2
	Audit and Assurance	Evaluate overall governance frameworks, financial and program information systems, and internal controls and practices to identify potential deficiencies or opportunities	Level 1
	Taxation	Comply with taxation regulations and systems and implement effective taxation planning	Level 1
	Finance Operations and Systems	Ensure appropriateness and reliability of financial information systems, and effective governance, cash management and controls over transactional processes	Level 2