

# Role Description

## Financial Accounting Officer - PCards



Customer  
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	TBA/Corporate Finance
Location	Sydney and Regional locations
Classification/Grade/Band	Grade 5/6
Role Number	TBA
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	TBA
Agency Website	<a href="http://www.customerservice.nsw.gov.au">www.customerservice.nsw.gov.au</a>

### Department/Agency overview

The Department of Customer Service is a service provider, regulator and central agency of government.

The role of the Customer Service Department is to help:

- Establish the customer at the centre of all programs and initiatives across the NSW Government
- Deliver a more consistent and efficient digital experience with government
- Use data and behavioural insights to drive customer service improvements
- Engage more effectively with the people of NSW.

### Primary purpose of the role

The Financial Accounting Officer provides a range of financial accounting system and reporting support services to ensure an operationally effective expense management system that meets the needs of the Department and all GovConnect clients.

### Key accountabilities

- System Administrator of the expense management system for the Department and all GovConnect agencies
- Administer Purchasing Card facilities and provide regular reports to ensure compliance to policy and procedures
- Provide financial accounting system and reporting support services to maintain data integrity and resolve expense management system issues
- Contribute to projects which have financial reporting implications to ensure expense management systems and reports meet business objectives
- Contribute to the development of internal controls and procedures to ensure the integrity of financial data and satisfy Departmental requirements
- Provide training to relevant staff to enable the effective use of the expense management system
- Provide assistance to the finance team on cashflow reporting and general ledger reporting
- Contribute to the development, review and documentation of financial accounting policies, procedures and processes in accordance with legislative requirements and guidelines

## Key challenges

- Ensuring the integrity of financial information provided to stakeholders to enable analytical, revenue reporting and forecasting activities
- Keeping up to date with the range, pace and complexity of information and knowledge required to deliver quality service
- Providing high level advice and service to meet the needs of clients and ensuring that financial transactions adhere to policies, procedures, Treasurer's Directions and Guidelines

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>• Escalate issues, keep informed, advise, receive guidance and instructions.</li></ul>
Work Team	<ul style="list-style-type: none"><li>• Support team members and work collaboratively to contribute to achieving the team's business outcomes.</li><li>• Participate in meetings to share information and provide input on issues.</li></ul>
Stakeholders	<ul style="list-style-type: none"><li>• Develop and maintain effective working relationships and open channels of communication to ensure service delivery is client-focused.</li><li>• Resolve and provide solutions to issues.</li><li>• Provide information and advice.</li></ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"><li>• Develop and maintain effective working relationships and open channels of communication.</li><li>• Resolve and provide solutions to issues.</li><li>• Provide information and advice.</li></ul>
Service Providers	<ul style="list-style-type: none"><li>• Develop and maintain effective working relationships and open channels of communication to ensure provision of services are compliant with contracts and service arrangements.</li></ul>

## Role dimensions

### Decision making

This role:

- Responsible for interpreting, resolving financial accounting and banking related matters and providing advice on related issues.
- Is accountable for the quality, integrity and accuracy of specialist advice provided in relation to financial accounting and banking.
- Consults with the Senior Financial Accountant and Financial Accounting Manager on issues that are controversial, politically sensitive or may adversely affect the sector or the organisation.

### Reporting line

This role reports to the Senior Financial Accountant – Policy & Tax.

## Direct reports

Nil

## Budget/Expenditure

As per the Customer Service Delegations

## Essential requirements

- Knowledge of and demonstrated experience in Accounts Payable with specific experience in expense management technologies (Expense8 or Concur).
- A proven record in accounting and experience in a commercial environment and/or the public sector.
- Willingness to undertake further specific technical training as suggested and available from time to time.
- Knowledge of the Government Sector Finance Act 2018, Treasurer's guidelines with a broad understanding of Government commercial policies and objective.





## 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	Intermediate
	<b>Act with Integrity</b>	<b>Adept</b>
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	<b>Finance</b>	<b>Adept</b>
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

## 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	Adept	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>Set an example for others to follow and identify and explain ethical issues</li> <li>Ensure that others understand the legislation and policy framework within which they operate</li> <li>Act to prevent and report misconduct, illegal and inappropriate behaviour</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <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	Adept	<ul style="list-style-type: none"> <li>Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures</li> <li>Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions</li> <li>Understand and apply financial audit, reporting and compliance obligations</li> <li>Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate</li> <li>Seek specialist advice and support where required</li> <li>Make decisions and prepare business cases paying due regard to financial considerations</li> </ul>