

# Role Description

## Senior Financial and Management Accountant

Cluster	Separate Agency
Agency	Health Care Complaints Commission (HCCC)
Division/Branch/Unit	Corporate
Location	Sydney - 323 Castlereagh St
Classification/Grade/Band	CLERK Grade - 9/10
Role Number	29825
ANZSCO Code	221112
PCAT Code	1223292
Date of Approval	21 August 2017
Agency Website	<a href="http://www.hccc.nsw.gov.au">http://www.hccc.nsw.gov.au</a>

### Agency overview

The Health Care Complaints Commission (HCCC) is an independent statutory body set up under the Health Care Complaints Act 1993. The Commission has a unique role and plays a central part in maintaining the integrity of the NSW health system, with the overarching consideration of protecting the health and safety of individuals and the community.

The work of the Commission is a key element of the NSW Government's priority to improve health service delivery in NSW. The Commission's focus is broader than public hospitals – it deals with the full spectrum of health services, including private hospitals, imaging and radiation services, medical centers, general practitioners and all registered and non-registered providers and allied health services.

The Commission is guided by the need for a system of complaints handling which is primarily customer focused, accessible, responsive, transparent and accountable.

### Primary purpose of the role

The Senior Financial and Management Accountant provides expert services across both financial and management accounting, including reporting, analysis, and decision-making support. The role involves preparing financial management reports, the annual budget, and ensuring compliance with audit requirements, government standards, and taxation obligations. It also manages statutory financial reporting, develops financial plans and savings strategies, and oversees monthly forecasts and Treasury reporting to ensure compliance. Additionally, the role contributes to improving financial policies, procedures, and systems to enhance reporting and accounting practices within the organization.

## Key accountabilities

- Ensure the timely and accurate preparation of statutory financial reports, in compliance with NSW Treasury directives, relevant accounting standards and taxation requirements, while coordinating external audits and ensuring adherence to statutory obligations.
- Lead the budgeting, forecasting and variance analysis processes to monitor financial performance, control income and expenditure, and provide expert insights to support strategic decision-making by senior leadership.
- Provide expert financial advice and oversight on procurement activities, ensuring adherence to established policies and maximizing value for money while managing relationships with outsourced service providers and ensuring compliance with Treasury requirements.
- Prepare and present financial reports to internal and external stakeholders, including monthly forecasts, annual budgets, and special financial reports, ensuring clarity and alignment with organizational and Treasury guidelines.
- Develop and maintain financial policies and procedures to ensure compliance with government regulations and statutory obligations, promoting sound financial governance and managing risks.
- Lead initiatives focused on process transformation and system enhancements within the finance function, driving efficiency and accuracy in financial administration and aligning with organizational objectives.
- Oversee the management of cash flow and financial risks, ensuring compliance with tax obligations and advising on risk mitigation strategies to safeguard the organization's financial stability.
- Provide leadership and expert financial advice to the finance team, supporting professional development, overseeing performance, and ensuring alignment with organizational goals and compliance standards.

## Key challenges

- Managing competing demands across statutory reporting, budgeting, compliance, and team leadership, while ensuring that all financial objectives and deadlines are met with the required quality and precision.
- Staying informed on evolving NSW Treasury directives, financial standards, and legislative changes, ensuring that all statutory obligations are adhered to in a dynamic and complex regulatory environment.
- Overseeing outsourced financial services and procurement activities, ensuring compliance with service agreements, maintaining strong vendor relationships, and optimising financial outcomes for the organisation.

## Key relationships

Who	Why
<b>Internal</b>	
Finance Lead	<ul style="list-style-type: none"><li>• Liaising directly with finance lead on financial performance and the challenges that the Commission may face with meeting financial targets.</li><li>• Consultation regarding corporate financial performance</li><li>• Discussing the annual budget and making recommendations to the CFO and Director, Corporate Operations with regards to income and expenses</li></ul>

Who	Why
The Executive Team	<ul style="list-style-type: none"> <li>Building the Executive Team's confidence and trust in expertise and capability as well as building effective executive relationships is critical to establishing and maintaining the financial plans related to each business area</li> </ul>
Direct Reports (if applicable)	<ul style="list-style-type: none"> <li>Guide, support, coach, mentor and manage performance</li> <li>Review work and proposals to ensure integrity and accountability of decision making and coverage of peak work times</li> <li>Provide own perspective and share information</li> <li>Work collaboratively with, inspire and motivate</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>Foster strong working relationships</li> <li>Encourage team members to work collaboratively to achieve business outcomes</li> <li>Manage compliance with reporting requirements of the team</li> </ul>
<b>External</b>	
Outsourced Provider	<ul style="list-style-type: none"> <li>Partner with to ensure all services are provided on time, accurately and as per service level agreements</li> </ul>
Key public sector agencies such as NSW Treasury, Auditor-General's Office and the Department of Health	<ul style="list-style-type: none"> <li>Develop and maintain effective working relationships to consult and negotiate on the preparation of responses to requests</li> <li>Ensure that the Commission meets all stakeholder reporting requirements such as regular financial reporting, annual financial statements and taxation obligations</li> </ul>

## Role dimensions

### Decision making

The Senior Financial Accountant operates with a high level of autonomy and is fully accountable for the quality, integrity and production of financial reports. The Senior Financial Accountant will be responsible for building collaborative relationships with the executive team in order to maintain the Commission's financial position. Once related budgets have been agreed the Senior Financial Accountant will be responsible for managing that the budget is met monthly at a divisional level. The Senior Financial Accountant exercises day to day independence and decision making in organising their own work according to timeframes and priorities set by internal and external reporting requirements.

### Reporting line

Finance Lead

### Direct reports

The role may have direct reports.

### Budget/Expenditure

As per HCCC Delegation

## Essential requirements


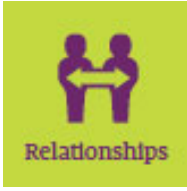


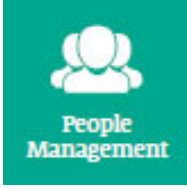
- Relevant tertiary qualification in accounting, finance or related field.
- Eligibility for membership in a recognised professional accounting body, such as Certified Practising Accountant (CPA) Australia or Chartered Accountants Australia and New Zealand (CA ANZ).

## 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
	<b>Display Resilience and Courage</b>	<b>Advanced</b>
	Act with Integrity	Advanced
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
	<b>Communicate Effectively</b>	<b>Advanced</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
	Deliver Results	Highly Advanced
	Plan and Prioritise	Advanced
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Advanced
	<b>Finance</b>	<b>Advanced</b>
	Technology	Intermediate
	<b>Procurement and Contract Management</b>	<b>Adept</b>
	Project Management	Adept
	<b>Manage and Develop People</b>	<b>Intermediate</b>
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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> Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> <li>• Create a climate which encourages and supports openness, persistence and genuine debate around critical issues</li> <li>• Provide sound exposition and argument for agreed positions while remaining open to valid suggestions for change</li> <li>• Raise critical issues and make tough decisions</li> <li>• Respond to significant, complex and novel challenges with a high level of resilience and persistence</li> <li>• Consistently use a range of strategies to keep control of own emotions and act as a stabilising influence even in the most challenging situations</li> </ul>
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate a high level of personal motivation</li> </ul>
<b>Relationships</b> Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>• Present with credibility, engage varied audiences and test levels of understanding</li> <li>• Translate technical and complex information concisely for diverse audiences</li> <li>• Create opportunities for others to contribute to discussion and debate</li> <li>• Actively listen and encourage others to contribute inputs</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in a range of styles and formats</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high quality customer-focused services</li> <li>• Understand customer perspectives and ensure responsiveness to their needs</li> <li>• Identify customer service needs and implement solutions</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option</li> <li>Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</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 various purchasing options</li> <li>Promote the role of sound financial management and its impact on organisational effectiveness</li> <li>Obtain specialist financial advice when reviewing and evaluating finance systems and processes</li> <li>Respond to financial and risk management audit outcomes, addressing areas of noncompliance in a timely manner</li> </ul>
<b>People Management</b> Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> <li>Develop team/unit plans that take into account team capability and strengths</li> <li>Plan and monitor resource allocation effectively to achieve team/unit objectives</li> <li>Ensure team members work with a good understanding of business principles as they apply to the public sector context</li> <li>Participate in wider organisational workforce planning to ensure the availability of capable resources</li> </ul>

## Occupation-specific capability sets

Group and Capability	Level	Behavioural Indicators
<b>Financial Accounting and Statutory Reporting</b> Apply and comply with accounting standards, legislation and specific organisational policies, standards and protocols, and implement effective statutory and other external reporting requirements	Level 3	<ul style="list-style-type: none"> <li>Interpret relevance of legislation* (e.g. PFA Act), accounting policy and guidelines applicable to own responsibilities</li> <li>Define data validation and verification standards to be applied to preparation and approval of reconciliations</li> <li>Implement accepted compliance requirements and prepare necessary financial statements, information and schedules required by regulatory agencies</li> <li>Prepare and explain standard financial statements, variance reports, treasury and other specialised reports accurately and efficiently</li> <li>Provide financial accounting advice to support the accuracy of data upon which management decision making depends</li> </ul>

## Occupation-specific capability sets

Group and Capability	Level	Behavioural Indicators
<b>Management Accounting</b> Provide high quality analysis and evaluation of financial and operational performance to inform management decisions, and to underpin effective budget formulation, forecasting and projections	<b>Level 3</b>	<ul style="list-style-type: none"><li>• * PFA Act refers to Public Finance and Audit Act 1983 and Public Finance and Audit Regulation 2010</li><li>• Apply the principles of budgeting and forecasting to business planning and performance measurement</li><li>• Critically review and interpret forecast and budget data provided by non-finance staff, forecasting trends and analysing variances to prepare budget forecasts</li><li>• Identify relevant financial and non-financial data, both past and projected and locate additional financial data to develop comprehensive financial analyses</li><li>• Develop complex reports and analyses to enable informed decision making by management and/or other internal users</li><li>• Present and interpret complex financial information and analysis to support organisation decision-making</li><li>• Develop comprehensive budgets and forecasts in accordance with the procedures adopted by the organisation and consistent with sector standards</li></ul>