

Role Description

Manager, Shared Services Finance

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Shared Services Finance
Location	Bathurst
Classification/Grade/Band	Clerk Grade 11/12
Role Number	180151
ANZSCO Code	221112
PCAT Code	3223233
Date of Approval	November 2019
Agency Website	www.dec.nsw.gov.au

Agency overview

The NSW Department of Education is the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. The Department also ensures young children get the best start in life by supporting and regulating the early childhood education and care sector.

The NSW Department of Education is dedicated to becoming Australia's best education system and one of the finest in the world. All work at the Department is strongly aligned to the strategic goals and values of the organisation. Explore the [NSW Department of Education Strategic Plan](#).

EDConnect is a large and complex customer-centred shared services organisation that exists to support schools and corporate areas in the NSW Department of Education by delivering transactional and support services in the areas of Finance, Business Services and HR; and providing first level advisory support to customers via the Contact Centre in relation to Finance, Business Services, HR, IT and Procurement enquiries.

EDConnect is underpinned by the 'EDConnect Way' culture – we keep the customer at the centre of everything we do; we collaborate and support each other to succeed; we take ownership of our work to ensure a quality outcome is delivered; we communicate transparently and listen actively; and we are accountable to each other to develop and grow.

Primary purpose of the role

The role develops functional business plans, manages and coordinates resources and leads the strategic direction of the Shared Services Finance. The role designs, implements and evaluates innovative solutions that meet business objectives, continuous improvement targets and informs strategic planning. The role is responsible for leading and managing the within a Shared Services Finance, including the supervision of staff and the achievement of financial outcomes that meet client needs.

Key accountabilities

- Provide leadership and develop and implement operational plans that model exemplary people management practices and resource utilisation, resulting in a high-performance culture.
- Manage and evaluate team performance and facilitate ongoing professional development, including the implementation of the Department's Performance Development Scheme to ensure all staff within the unit are effectively engaged and motivated in the delivery of service and business outcomes. Build and foster strategic partnerships across EDConnect teams, Corporate Services Directorates, customer groups, the wider Department of Education, and relevant external agencies.
- Promote a culture of customer-centred service delivery and continuous service improvement to ensure customer needs and expectations, and Service Level Agreements are met.
- Design and inform business requirements for Shared Services Finance technology, systems and processes to enable regular evaluation and accurate reporting of the Shared Services Finance Directorate objectives and evaluate available data and research to inform the review of Shared Services operations, customer experience, programs and initiatives.
- Provide regular updates to the supervisor regarding progress and achievement of the role's agreed business and reporting targets and identify risks, develop mitigation strategies and escalate these to the supervisor in a timely manner.
- Demonstrate a commitment to a continuous-learning culture where team input, innovation and professional learning opportunities are valued.
- In consultation with the supervisor, develop an annual work plan that articulates and clarifies specific role responsibilities, key performance indicators and expected outcomes of success over a 12 month period and monitor and evaluate individual and team performance through performance development, to support team members, and enhance individual and team achievements

Key challenges

- Providing efficient and high level customer service delivery while ensuring competing and conflicting business priorities are met within agreed timeframes and to the required standard in the context of a large and complex organisation that is continuously undergoing transformation and implementing reform programs to support the delivery of better educational outcomes for the NSW community.
- Embracing the EDConnect Way by adopting and implementing continuous improvement initiatives in services, processes and technologies to provide high quality, efficient and customer centred services to customers.
- Keeping abreast of current and emerging shared services and customer experience trends, policy and legislative reform to support the implementation of the Department's and EDConnect's Strategic Plans.

Key relationships

Who	Why
Internal	
Customers	<ul style="list-style-type: none">• Contributes to strategic planning, policy development and decision making on customer service delivery• Engenders the support and commitment of customers for EDConnect initiatives and business reforms

Who	Why
Team members	<ul style="list-style-type: none"> Inspires, motivates and mentors team members and colleagues to achieve goals Provides ongoing performance feedback, coaching and development to direct reports Provides a conduit across teams in Shared Services Directorate to ensure the consistent provision of advice and service
Supervisor	<ul style="list-style-type: none"> Provides regular status reports Consults regarding the management of sensitive, high-risk or business-critical matters Receives ongoing performance feedback, coaching and development
Shared Services staff	<ul style="list-style-type: none"> Collaborates and drives consistent application of improving customer experience and service delivery Provides advice on customer experience and customer needs, and feedback to inform service design and transition of existing and new services Shares and analyses customer and service data to identify opportunities for process and service improvement
Shared Services Executive members and other Directorate members	<ul style="list-style-type: none"> Develops and maintains effective working relationships and open channels of communication to consult, liaise and negotiate the achievement of mutually beneficial unit and Directorate outcomes Actively participates in internal and/or external learning opportunities, briefing sessions and workshops to keep up to date with management practices and new developments in leading Shared Services practices
External	
Industry professionals/Consultants	<ul style="list-style-type: none"> Maintains role specific specialist knowledge (if applicable) / understanding of Shared Services practices, seeks advice and collaborates on the implementation of Shared Services strategies to keep abreast of best practice
Service Providers	<ul style="list-style-type: none"> Monitors the performance of external contractors, consultants, assist in negotiating and resolving disputes
Key external stakeholders	<ul style="list-style-type: none"> Develops and maintains effective working relationships and open channels of communication to facilitate liaison, consultation and engagement

Role dimensions

Decision making

The role acts independently in performing its core work functions and requires the application of knowledge, skills and professional judgement within EDConnect policies and guidelines to achieve Shared Services Finance Directorate / business unit target outcomes. In matters that are sensitive, high-risk or business critical, the role consults with the supervisor to agree on a suitable course of action.

The role has authority to make decisions about the design and coordination of workflows and project paths, as well as the deployment of team members, tasks and allocated resources to ensure the achievement of business and unit outcomes.

Reporting line

This role reports to the Director, Shared Services Finance.

Direct reports

This role has two direct reports (Principal Accounts Receivable Officer, Clerk Grade 9/10 x 2 positions).

Budget/Expenditure

The role manages a budget and has financial delegation in accordance with Department policy.

Essential requirements




- Tertiary qualifications or relevant experience in Business Administration, Finance and Accounting or a relevant discipline, and/or demonstrated successful experience in stakeholder/customer engagement in a Shared Services/Contact Centre environment.
- Knowledge and commitment to the Department's Aboriginal Education policies.

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.

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	Advanced
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Advanced
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Intermediate

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Business Enablers	Project Management	Adept
	Manage and Develop People	
 People Management	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

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
Personal Attributes Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> Stay calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in the face of strong, contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise and explain the need for compromise Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relations with internal and external stakeholders Pre-empt and minimise conflict
Results Deliver Results	Advanced	<ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input of others Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control output of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Business Enablers Finance	Adept	<ul style="list-style-type: none"> Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Understand and apply financial audit, reporting and compliance obligations • Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate • Seek specialist advice and support where required • Make decisions and prepare business cases paying due regard to financial considerations <hr/> <ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks