

Role Description

Senior Manager Financial Management and Control

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Corporate Services/Transport Shared Services
Role number	51006745
Classification/Grade/Band	TSSM
ANZSCO Code	221112
PCAT Code	1223333
Date of Approval	07 April 2020
Agency Website	www.transport.nsw.gov.au

Agency overview

Transport for NSW (TfNSW) is the lead agency of the NSW Transport cluster. At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is of a connected roads and public transport network that has higher capacity and gives people the freedom to choose how and when they get around, no matter where they live and work. Right now, we're delivering a \$55.7bn program – the largest this nation has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce which reflects the community and the customers we serve.

Primary purpose of the role

The primary purpose of the role is to manage the Transport Cluster month-end process within a tight timeframe and delivering high-quality reports to executives and managers reflecting critical month end activity analysis against objectives and targets. The role leads the proactive engagement with Centre of Excellence (COE) and finance teams across divisions and operating agencies, to continuously improve the month-end closing cockpit activities and ensuring compliance with the month-end timetable. The role also manages Property Accounting processes.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers.
- Lead a team in coordinating the month-end processes according to the month-end timetable for divisions and operating entities across TfNSW, ensuring compliance to regulatory and organisational policies, systems and procedures

- Lead the provision of Property Accounting services
- Take a lead role in B2B Client Engagement meetings held by TSS with TfNSW divisions and operating entities. Provide an accurate and evidence-based overview of month-end accounting services provided by TSS, and utilise the forum to address key issues that create risk for TfNSW in month-end accounting, with the overall goal to ensure effective working relationships between TSS and finance teams within divisions/ operating entities
- Oversee daily updates to TfNSW divisions and operating entities on the status of their end-of-month activities with highlighted potential risks in delays on the end-of-month schedule
- Work closely with the finance stakeholders and investigate into issues that will potentially delay End of Month and formulate strategies and recommendation for forward planning
- Provide expert advice to TfNSW divisions and operating entities in relation to Project Costing Framework and costing structure setup that have a flow impact on End of Month activities
- Review business requirements and overseeing User Acceptance Testing for any system defects, changes or enhancements.
- Lead improvements to Financial Management and Control processes to proactively identify risk, improve efficiency and effectiveness, minimise or eliminate fraud and corruption, as well as to accommodate changing business requirements.
- Ensure the team achieves the required shared services performance levels in terms of customer satisfaction, efficiency and effectiveness of month-end services.

Key challenges

- Maintaining an in-depth understanding of Financial Management and Control processes and continuously enhance process improvement to promote efficiency and effectiveness
- Working and motivating the team to deliver on-time and customer centric service while managing long working hours during month end with changing challenges
- Enabling the financial system to drive the required functions to improve the Month end Closing Cockpit template and user interaction, including managing system defects and RFC (Request for Change) to continuously improve efficiency of the end-of-month process

Key relationships

Who	Why
Internal	
Associate Director Finance	<ul style="list-style-type: none"> • Escalate issues, propose solutions and provide regular updates • Seek advice on more challenging issues • Participate in capability development, training and performance improvement initiatives.
Direct reports	<ul style="list-style-type: none"> • Role model customer service behaviours and values • Optimise the allocation of work across the team to ensure the most effective resource utilisation. • Guide, support and mentor to deliver business outcomes

Who	Why
	Set performance standards and manage to them
TfNSW divisions and operating entities	<ul style="list-style-type: none"> • Build strong relationships with key month-end stakeholders across TfNSW divisions and operating entities • Oversee and coordinate Month end activities, provide advice and guidance on allocations, proactively resolve issues and provide user training

Role dimensions

Decision making

As per the delegations of the role.

Reporting line

The role reports to the Associate Director Finance

Direct reports

The role has 7 direct reports:

- 6 x Cost Allocation Analyst
- 1 x Management Accountant – Property Accounting

Budget/Expenditure

As per the delegations of the role.

Key knowledge and experience

- Tertiary qualifications in accounting, commerce or in a related discipline, and/or extensive experience in month-end accounting in a large organisation, preferably in the public sector.
- Full membership of (or working towards) a recognised professional accounting body
- Demonstrated experience in leading a high performing team in providing exceptional customer service in a changing environment of a large complex organisation
- Extensive knowledge of finance systems and applications including SAP Finance, and the use of spreadsheets and presentation software.
- Advanced analytical and problem-solving skills with a high degree of initiative and flexibility
- Outstanding written and verbal communication, presentation and stakeholder management skills and demonstrated success at building relationships with key people
- Proven ability to produce timely, critical and predictive reports to executive management
- Knowledge and understanding of the machinery and workings of government, current government policies and legislation.

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.

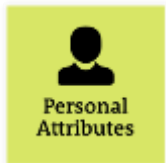

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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
 Personal Attributes	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">• Remain composed and calm and act constructively in highly pressured and unpredictable environments• Give frank, honest advice in response to 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 and difficult or controversial issues	Advanced
	 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• 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
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">• 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


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies 	Advanced
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others • Determine how outcomes will be measured and guide others on evaluation methods • 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 business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively 	Advanced

FOCUS CAPABILITIES


Capability group/sets	Capability name	Behavioural indicators	Level
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work Initiate, prioritise, consult on and develop team and unit goals, strategies and plans Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses Ensure current work plans and activities support and are consistent with organisational change initiatives Evaluate outcomes and adjust future plans accordingly 	Adept
 Business Enablers	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> 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

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Manage and Develop People	<ul style="list-style-type: none"> • 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
	Engage and motivate staff, and develop capability and potential in others		

Occupation specific capability set






FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Management Accounting Provide high quality analysis and evaluation of financial and operational performance to inform management decisions, and to underpin effective budget formulation, forecasting and projections	<ul style="list-style-type: none"> • Apply the principles of budgeting and forecasting to business planning and performance measurement • Critically review and interpret forecast and budget data provided by non-finance staff, forecasting trends and analysing variances to prepare budget forecasts • Identify relevant financial and non-financial data, both past and projected and locate additional financial data to develop comprehensive financial analyses • Develop complex reports and analyses to enable informed decision making by management and/or other internal users • Present and interpret complex financial information and analysis to support organisation decision-making • Develop comprehensive budgets and forecasts in accordance with the procedures adopted by the organisation and consistent with sector standards 	Level 3
	Finance Business Partnering Partner with key stakeholders, and provide expert professional advice, coaching and consulting expertise to ensure the effective alignment of financial management strategies and organisational objectives	<ul style="list-style-type: none"> • Provide quality technical support to business leaders in preparation of budget submissions, capital investment business cases, program evaluation and cost modelling activities • Broker finance function resources and expertise to meet the expectations of senior business and organisational stakeholders • Provide appropriate, high quality, reliable and trusted financial management and accounting advice, coaching and counsel to business managers • Engage with managers to provide coaching and technical advice around financial controls and actions related to budget variances • Advise managers about the structure of financial delegations and the impacts of changes in government accounting policy or other financial issues which impact the business 	Level 3


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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	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	Intermediate
Occupation specific capability set			

COMPLEMENTARY 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 3
	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 2
	Taxation	Comply with taxation regulations and systems and implement effective taxation planning	Level 2
	Finance Operations and Systems	Ensure appropriateness and reliability of financial information systems, and effective governance, cash management and controls over transactional processes	Level 2