

Role Description

Team Leader Financial Accounting Operations



Cluster	Planning, Housing and Infrastructure
Agency	Department of Planning, Housing and Infrastructure
Division/Branch/Unit	Corporate Services / Cluster Finance
Classification/Grade/Band	Clerk Grade 7/8
Role number	50025190
ANZSCO Code	541111
PCAT Code	1229192
Date of Approval	February 2020 (Updated January 2024, June 2022, June2024)
Agency Website	https://www.nsw.gov.au/departments-and-agencies/department-of-planning-housing-and-infrastructure

Agency overview

The Department of Planning, Housing and Infrastructure is building the future of NSW through delivering diverse planning, housing solutions and infrastructure across the state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Primary purpose of the role

The role manages the team including allocating resources, monitoring and reporting service delivery performance to support the provision of timely high-quality services to clients across the cluster. The role contributes to the review and analysis of work activities and development and implementation of improvements to practices and processes to enhance service delivery.

Key accountabilities

- Manage the day-to-day operations of the team and ensure that client inquiries and requests for information are prioritised and actioned appropriately
- Conduct and review complex reconciliations in a timely manner and in accordance with service level agreements. As a part of this process, proactively investigate and resolve anomalies in collaboration with internal teams and business areas, providing technical assistance and advice.
- Identify opportunities to improve data capture in order to improve the reconciliation process to enhance service delivery levels, including completion of user acceptance testing of change requests and upgrades
- Liaise with internal and external auditors; including produce and provide appropriate audit documentation including reports, reconciliations and samples for the Audit Office
- Review and reconcile Treasury related accounts, including returns to Treasury and ensure month and year end processing and close procedures of the team are completed

- Maintain interfaces to the General Ledger and analyse, review and process accrual, prepayment, recurring and other general journals to ensure operational requirements are met.
- Provide advice to management and clients, prepare written reports and briefs, and recommend a suitable course of action to be taken for staff in regard to problems arising with technical and operational implications and issues
- Establish and maintain working partnerships and networks with internal and external stakeholders and ensure effective communication in respect to the operations of the team.

Key challenges

- Promote a high level of customer service on a consistent basis with competing demands on resources and priorities.
- Foresee and prepare the team for the impact of initiatives and changes happening across the Cluster.
- Ensuring the provision of accurate financial data within limited time constraints in conjunction with maintaining the accuracy of all records to withstand audit scrutiny.

Key relationships

Who	Why
Internal	
Manager Financial Accounting Operations	<ul style="list-style-type: none"> • Receive broad guidance, exchange information and provide advice. Escalate issues as required.
Team Members	<ul style="list-style-type: none"> • Exchange knowledge and information. Support and provide advice in regards to issues and matters requiring escalation.
Clients	<ul style="list-style-type: none"> • Provide advice and information, obtain details of contracts and confirmation of quality service delivery
External	
Audit Office	<ul style="list-style-type: none"> • Exchange information and respond to enquiries.
NSW Treasury	<ul style="list-style-type: none"> • Provide information and advice, consult and collaborate on specific projects and receive feedback.

Role dimensions

Decision making

Decisions that ensure high customer service standards, smooth running operation, and an engaged team.

Reporting line

Manager Financial Accounting Operations

Direct reports

Up to 5

Budget/Expenditure

As per delegation

Knowledge and experience

- Demonstrated experience in leading and managing teams

Essential requirements

- Degree qualification in Finance related field and/or extensive practical experience

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.

Capability group/sets	Capability name	Behavioural indicators	Level
	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 • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept













Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Relationships</p>	<p>Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Intermediate
 <p>Relationships</p>	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
 <p>Results</p>	<p>Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Identify the facts and type of data needed to understand a problem or explore an opportunity Research and analyse information to make recommendations based on relevant evidence Identify issues that may hinder the completion of tasks and find appropriate solutions Be willing to seek input from others and share own ideas to achieve best outcomes Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures Understand the impacts of funding allocations on business planning and budgets Identify discrepancies or variances in financial and budget reports, and take corrective action Know when to seek specialist advice and support and establish the relevant relationships Make decisions and prepare business cases, paying due regard to financial considerations 	Adept
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> Collaborate to set clear performance standards and deadlines in line with established performance development frameworks Look for ways to develop team capability and recognise and develop individual potential Be constructive and build on strengths by giving timely and actionable feedback Identify and act on opportunities to provide coaching and mentoring Recognise performance issues that need to be addressed and work towards resolving issues Effectively support and manage team members who are working flexibly and in various locations Create a safe environment where team members' diverse backgrounds and cultures are considered and respected Consider feedback on own management style and reflect on potential areas to improve 	Intermediate


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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
 Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
 People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational

Occupational Specific Complimentary Capabilities

Capability group/sets	Capability name	Description	Level
 Finance	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 1

Capability group/sets	Capability name	Description	Level
	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 1
	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	Level 1