

! DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Manager - Financial Operations
Position Number:	500280
Classification:	General Stream Band 7
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Finance and Business Support – Budget and Finance
Position Type:	Permanent, Full Time
Location:	South
Reports to:	Director Finance and Procurement
Effective Date:	April 2018
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	Relevant tertiary qualifications (or equivalent)

NB: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

Provide high level advice and support on finance operations matters across the Department, including accounts payable and receivable functions and centralised invoice processing, the processing of staff reimbursements, coordination of debt recovery and management of the Tasmanian Government Card.

Manage, plan, motivate and develop the Financial Operations team to be proactive, efficient and effective in support of service delivery, providing high level strategic leadership and direction in managing the physical, human and financial resources of the Financial Operations unit.

Duties:

1. Provide high level advice and support to the Director Finance and Procurement in achieving a high level of service delivery within the Department and assist in influencing positive outcomes for the Department regarding Finance Operations functions.
2. Manage the day-to-day activities of the Financial Operations areas and provide leadership and development in the areas of policy and planning, human resources, business management and information systems.

3. Provide leadership, advice and direction to staff employed within the Financial Operations areas including implementing effective processes for coaching, supervising and development of employees.
4. Identify and manage complex issues, undertake research, develop service standards, evaluation mechanisms and propose possible models to continuously improve the delivery of financial operations services.
5. Undertake the management of statewide projects and represent Finance and Business Support on working parties and interdepartmental committees and projects as required.
6. Provide substantial input into financial service policy development, strategic and business planning processes including establishment and monthly performance reporting.
7. Develop and maintain effective liaison, communication, information and administrative support mechanisms within the Department.
8. Establish key performance indicators and targets for Finance Operations, ensure that targets are consistently being met in an effective and efficient manner and provide KPI reports to stakeholders on a regular basis.
9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

The Manager - Financial Operations is expected to work with limited supervision and function with a high degree of judgement, initiative and discretion. The occupant is responsible for:

- Managing and coordinating the day-to-day administrative and financial support activities within the Financial Operations area to achieve agreed financial and service delivery outcomes and ensure that financial services are being delivered in an efficient and effective manner throughout the Department.
- Contributing to the development of financial operation policies and procedures and effective management of these as required.
- Engendering a service culture within the Financial Operations Team with a commitment to providing excellent customer service and ensuring that the services provided by the Team are customer service focused and meet client needs.
- Managing a number of subordinates.
- Working collaboratively with key staff across Finance and Business Support and the Department.
- Championing a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercising delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Complying at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. High level management and leadership experience, along with knowledge of contemporary management practice, including change management, best practice, human resource management, working with ambiguity and pressure, together with skills and experience in supervising and motivating both individuals and teams.
2. Highly developed written, oral and interpersonal communication, conflict resolution and negotiation skills, including the ability to negotiate, work collaboratively, and influence outcomes with a wide range of stakeholders.
3. High level strategic, conceptual, analytical and creative skills, including the ability to plan and prioritise activities and to identify and make sound judgements about decisions which have an agency impact.
4. Demonstrated understanding and knowledge of Government financial policies, procedures and associated legislation, together with experience in the use of a complex Financial Management Information System.
5. Demonstrated ability and experience in the development of financial strategies, policies and practices consistent with the achievement of designated outcomes with a demonstrated commitment to the provision of high quality services.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).