

Role Name: Manager Finance Support Services

Role data

Position no.	RD18	Work Area Profile	Management Reporting
Work Level Classification	AHPRA Level 7	Directorate/Business Unit	Business Services
Reports to (role)	Head of Management Reporting	Location	Melbourne
No. direct reports	7	No. of indirect reports	None
Version date	7 May 2019	Tenure	Full time ongoing

Work Area

AHPRA's overall mission is to protect the public by regulating health practitioners efficiently and effectively to facilitate access to safer healthcare for Australians. Finance & Procurement contributes to this mission by leveraging data, embracing technology and enabling change. By understanding the data that is relevant to decision making and providing in depth analysis where necessary, Finance & Procurement supports the strong functioning of the Agency Management Committee, Finance, Audit and Risk Management Committee, the National Executive, all fifteen National Boards and our co-regulatory partners. Finance & Procurement help maintain the financial discipline of the National Registration and Accreditation Scheme and financial sustainability of the National Boards so that fees paid by practitioners are kept to reasonable levels in line with the expectations of health ministers.

Management Reporting stream provides end to end reporting including actuals, forecasts, budgets and analysis.

Role Purpose

The Manager Finance Support Services is responsible for the direct leadership of the accounting and reporting support services team. The focus of the role is standardisation of activities, continuous improvement, automation and more efficient use of systems.

Key Accountabilities

- Stakeholder Management: Building and facilitating strong working relationships and support services with Senior Finance Business Partners, strategic finance and financial control.
- Designing and embedding best practice finance processes using recognised process re-engineering methodologies.
- Developing a continuous improvement team culture with a focus on identifying improvement opportunities and implementing an agreed plan that brings process efficiencies through systemisation and other means.
- Effectively managing the Finance Services Support team to ensure the accuracy and timeliness of month end processes, reporting is automated where feasible and accurate budgeting and forecasting data is prepared for the Finance Business Partners.
- People Management: Achieving organisational goals by effectively managing the team's and team members' workplace performance. This means to:
 - Enhance and encourage direct reports' potential through development and coaching activities

- Take actions to close identified performance gaps in a timely and effective manner
- Comply with AHPRA performance objectives setting, review and development processes
- Motivate direct reports' behaviour by providing clear direction and recognition of achievements as well as personally modelling AHPRA standards of behavior
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants. This means to:
 - Take reasonable care for own and others' health, safety and wellbeing
 - Adhere to AHPRA's workplace health, safety and wellbeing policies and procedures

Capabilities for the role

The AHPRA [Capability Framework](#) applies to all AHPRA employees. Below is the complete list of capabilities and proficiency level required for this position.

Values	Capabilities	Proficiency level
Service	Commits to customer service	Intermediate
	Displays leadership	Advanced
	Generates and delivers the strategic vision	Intermediate
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Intermediate
Collaboration	Builds constructive working relationships	Intermediate
	Communicates effectively	Intermediate
Achievement	Demonstrates accountability in delivering results	Intermediate
	Uses information and technology systems	Advanced
	Displays personal drive and integrity	Intermediate

Qualifications/Experience	Required
Qualifications	<ul style="list-style-type: none"> • Relevant degree level qualifications or related discipline • CPA/CA qualification preferred • Certification in a recognised process reengineering methodology preferred
Experience	<ul style="list-style-type: none"> • Strong experience in implementing recognised process reengineering methodologies • Strong experience in automating and standardising processes in a financial environment

	<ul style="list-style-type: none"> • Extensive people leadership experience including coaching and mentoring in a continuous improvement environment • Change Management experience • Experience in management and month end accounting
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Key Relationships

Internal Relationships	External Relationships
<ul style="list-style-type: none"> • Senior Finance Business Partners • Other business areas and Directorates • Financial Control and Strategic Finance team 	None