

Role Description

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| Role Title: | Lead Trainer Finance and Operations Systems |
| Division/Hospital: | Finance, Procurement & Supply Chain Management |
| Department/Unit: | Finance and Operations Systems, Innovation and Governance |
| Date Created/Reviewed: | 21 November 2022 |
| Reports To: | Manager, Finance and Operations Systems |
| Internal relationships: | Financial Systems users; IT group; External vendors / systems consultants |

Role Purpose

The Lead Trainer Finance and Operations Systems identifies, defines, develops and delivers training activities and tasks for the finance and operations systems across the Mater Group, taking a key role around updates and enhancements. The Lead Trainer acts as a custodian for the Dynamics 365 Finance and Operations user manuals to ensure staff have proficient skills and knowledge to effectively achieve business objectives and meet deliverables. The Lead Trainer oversees the onboarding of new employees and defines a set of tasks/training activities and works closely with stakeholders to identify training needs, develop training plans and evaluate the effectiveness of training programs.

The ability to foster strong relationships with external and internal stakeholders, vendors, other finance and business teams and multiple business partners will be essential to building a culture of continuous improvement to improve the efficiency and accuracy of financial and operational transactions.

This position reports to the Manager Finance and Operations Systems.

Behavioural Standards

This role requires the incumbent to adhere to the Mater behavioural standards including the Mater Mission, Values, Code of Conduct, Mater Credo as well as any other relevant professional and behavioural standards, translating these into everyday behaviour and actions, and holding self and others to account for these standards.

Role Level Accountabilities

This role is responsible for fulfilling the following accountabilities:

Self-Accountabilities: For all Mater people

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| My Behaviour | <ul style="list-style-type: none"> I role-model the values in the way I behave towards others and adhere to organisational behavioural standards at all time I translate mission into practice in my behaviour and actions |
| My Role | <p>I am accountable for ensuring that:</p> <ul style="list-style-type: none"> I am clear on the tasks and accountabilities that are associated with my role I fulfil any mandatory/professional competency requirements I contribute to, and sign off on, my performance objectives and development plan I request regular feedback from my manager in order to meet target performance expectations throughout the year I carry out my development plan I make an active contribution in my role as a team member |
| Safety and Quality | I am accountable for: |

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| | <ul style="list-style-type: none"> contributing to safe and quality patient/student care and employee safety on every occasion by adhering to the relevant legislation, standards, policies and procedures contributing my part to 'zero harm' for staff, and 'zero preventable harm' for patients |
| Client Experience | <p>I am accountable for:</p> <ul style="list-style-type: none"> contributing to the positive experience of student, patients and visitors to MHS in everything that I do providing information to students, patients, carers and consumers that is evidence based, useful and meaningful to them |
| Continuous Improvement | <ul style="list-style-type: none"> I am accountable for recognising inefficiencies in my role and raising them with my Manager |
| Reputation | <ul style="list-style-type: none"> I am accountable for representing MHS and being a champion of all that is great about working at Mater |

Role Specific Expectations

- Develop and deliver instructor-led classroom training programs to groups and individuals for D365;
- Conduct training activities on all finance and operations systems via differing mediums to both small and large audiences;
- Work collaboratively with key stakeholders to identify training needs, develop training plans and evaluate the effectiveness of training relating to D365;
- Work closely with the Digital Technology teams to ensure systems and learning materials are consistent;
- Analyse new technical and operational functionalities and releases and develop training materials accordingly;
- Ability to understand and explain the impacts of latest Microsoft product feature releases on current business processes and responsibility for documenting, testing and updating the manuals in line with the latest Microsoft Dynamics 365 Finance and Operations system feature releases and best practices;
- Design and deliver engaging and effective training materials that are tailored to different learning styles, skills and stakeholders;
- Evaluate the effectiveness of training programs through assessments and feedback and make required adjustments where necessary to ensure continuous improvement;
- Utilise broad knowledge and experience in all D365 Finance and Operations modules, related business processes, and other integrated finance systems to develop materials;
- Maintain knowledge and expertise in Finance and Operation systems and incorporate best practice into training programs;
- Communicate training schedules and updates to key stakeholders to provide ongoing support and ensure successful system adoption;
- Accountable for the smooth onboarding procedure for new employees by clearly establishing a well-defined set of tasks and training activities;
- Provide relevant reports, information, presentations, data and updates on training as required;
- Custodian for the Dynamics 365 Finance and Operations user manuals;
- Identify inefficiencies during the implementation procedure and quickly identify and enact solutions to those challenges and accurately document the resolution into Maters shared repository;
- Undertake other activities as requested.

Qualifications and Experience

Essential qualifications

- Tertiary Qualification in Finance, Accounting, Business and /or Information Systems or related field;
- Pursuing professional designation - ITIL certification (highly regarded);
- Certificate IV in Training and Assessment;
- Microsoft Dynamics 365 Finance and Operations certification (highly desirable).

Experience

- 5 - 7+ years of progressive experience in Financial Systems;
- 5+ years of experience in training and development with a focus on Financial Systems;
- Strong working knowledge and experience using relevant systems, software, ERP and BI tools;
- Strong general knowledge of accounting activities related to project and general ledger, accounts payable, accounts receivable, cash management, project accounting, asset management and procurement and supply chain, accounting principles and financial analysis;
- Strong experience in D365 Finance and Operations or AX/Business Central similar;
- Desirable experience in banking and payment applications;
- Proven ability to gather, model and document business and functional requirements;
- Exposure to large complex businesses / organisations, experience within the health sector (highly desirable).

Skills & Knowledge

- Excellent verbal and written communication and interpersonal skills;
- Ability to work independently and as part of a team;
- Advanced Microsoft Office suite knowledge and skills;
- Strong problem solving and analytical skills;
- Advanced skill in finance procurement, payment processes, system functionality and invoicing;
- Ability to effectively prioritise and manage multiple stakeholders and projects to meet deadlines and produce high-quality work in a fast-paced environment;
- Excellent organisational skills and great attention to detail regarding document management.