



## **Manager Finance & Customer Services**

Thank you for your interest in applying for the position of Manager Finance & Customer Services with Hindmarsh Shire Council.

Please find enclosed an information package for the position. The package includes the following documents:

- Employment details;
- Benefits of working with Hindmarsh Shire Council;
- Position Description; and
- Key selection criteria

For hints and tips for drafting a competitive employment application please see the Application Guide located on the Work in Council page on the Council Website: <https://www.hindmarsh.vic.gov.au/work-in-council>

For general details of the Council, please refer to the following website: [www.hindmarsh.vic.gov.au](http://www.hindmarsh.vic.gov.au).

For further information about the position or duties involved, please contact Kirsten Boad, HR & Governance Officer, on (03) 5391 4444 or [hr@hindmarsh.vic.gov.au](mailto:hr@hindmarsh.vic.gov.au).



### **Opportunity this way...**

Hindmarsh Shire is a vibrant and progressive rural council, rich in history, natural wonders and a strong community spirit.

Our Hindmarsh community enjoys excellent recreational assets, sporting clubs, modern hospitals and first-rate educational facilities. Our region is renowned for its peace and quiet, fresh country air, neighbourly spirit and open spaces. There is plenty to see and do in Hindmarsh, with something on offer for everyone.

At Hindmarsh Shire Council, we offer a rewarding career, with excellent working conditions and a positive team-focused culture.

We're a dedicated workforce, proud to deliver a huge array of services to our local community and strive to make a difference.

As we provide a diverse range of services to the Dimboola, Jeparit, Nhill, Rainbow and surrounding communities, employment opportunities cover a wide range of roles including Administration, Community Development, Customer Service, Engineering, Finance, Home Care, Human Resources, Information Technology, Works Team, Town Maintenance, and Management.

We are widely recognised as an Employer of Choice: we are committed to providing professional development opportunities, family friendly policies, and a safe workplace environment for our motivated and enthusiastic employees.

#### **Some of the benefits of working at Hindmarsh Shire Council include:**

- Above Award pay rates
- Annual pay increases via Enterprise Agreement
- Commitment to work-life balance
- Annual Leave Loading
- Employee Assistance Program
- Active Social Club
- Salary Sacrifice opportunities for superannuation
- Rates deductions via payroll for employees owning a property in the Shire
- Ability to purchase additional annual leave via Enterprise Agreement
- Car parking
- Volunteer Leave

Take the opportunity to join our team at Hindmarsh Shire.



**Hindmarsh**  
Shire Council

**HINDMARSH SHIRE COUNCIL**

**POSITION DESCRIPTION**

1. **POSITION IDENTIFICATION:**

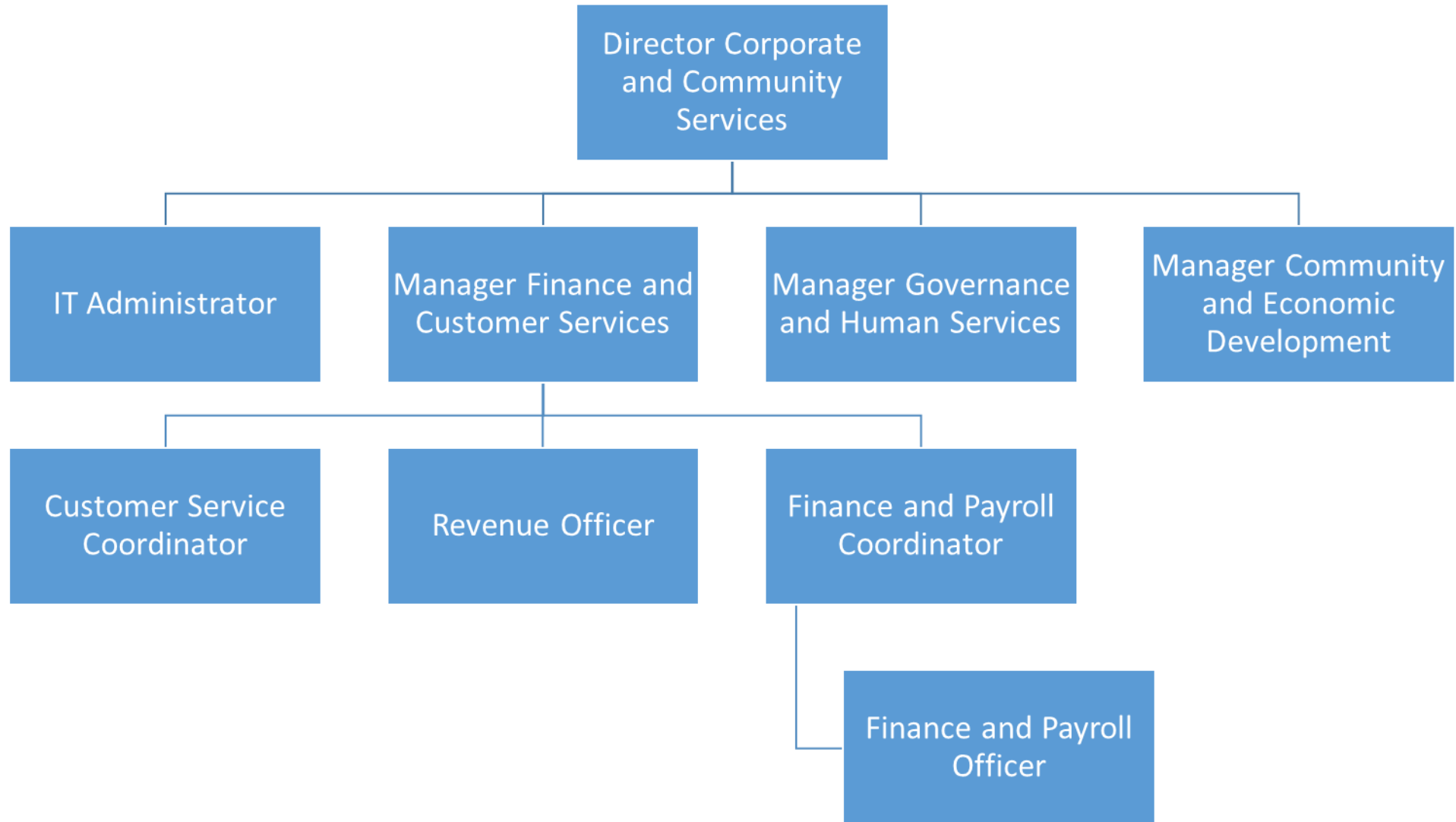
**Position:** Manager Finance & Customer Services  
**Department:** Corporate & Community Services  
**Starting Point/Location:** Nhill  
**Classification:** Band 8 per the Hindmarsh Shire Council Enterprise Agreement  
**Employment Type:** Permanent Full Time

2. **CURRENCY:**

**Current Version Number:** 1.01 **Approved:**  
**Name of Occupant:** Vacant  
**Signature:** \_\_\_\_\_ **Date**\_\_\_\_\_

**Prepared By:** Monica Revell **Date** 21 July 2020  
**Approved By:** Monica Revell **Date** 21 July 2020  
**HR Approved:** Helen Thomson **Date** 22 July 2020  
**CEO Approved:** Greg Wood **Date** 23 July 2020

3. DEPARTMENT STRUCTURE:



#### **4. POSITION OBJECTIVES:**

The objectives of the position are to:

- Develop and manage the delivery of a range of high quality financial control and reporting services.
- Provide sound financial advice to the Senior Management Team, Council and external stakeholders as required.
- Provide effective leadership and guidance to the organisation in the key areas of Customer Services, Records Management, Finance, and Payroll.
- Foster and support a culture of continuous improvement within the Customer Services, Records Management, Finance, and Payroll departments with a key focus on developing the skills and capabilities of staff and improving systems to support their effectiveness.
- Actively contribute as a member of Council's Leadership team/group and provide recommendations to the Director Corporate and Community Services on the development and achievement of organisational goals, strategies and the Council plan.

#### **5. KEY RESPONSIBILITY AREAS:**

The position is directly accountable to the Director Corporate and Community Services for the following Key Responsibility Areas:

- Provide appropriate strategic advice and reporting regarding finance related issues to the Director Corporate and Community Services and the Senior Management Team.
- Ensure that Council's policies in the Customer Service, Records Management, Finance, and Payroll areas are appropriate, and comply with relevant legislation.

#### **Finance**

- Act as Council's Principal Accounting Officer.
- Oversee and assist in the preparation of the annual financial statement and standard statements ensuring compliance and completion within required timelines with Australian Accounting Standards and the Local Government Act and Regulations
- Oversee the utilisation of Council's financial reporting and budgeting software (BIS) to meet the information requirements of the departments of Council.
- Lead the monitoring, and report budget performance through succinct quarterly reports to Council with supporting notes outlining variances.
- Oversee as required, the annual return of information to the Victoria Grants Commission and Fringe Benefits Tax returns and other statutory returns as required.
- Develop and oversee preparation of various financial reports and statements by other officers to ensure that correct information is being utilised.
- Assist in the preparation of audit schedules at year end in line with current accounting standards and regulations.
- Establish a program in conjunction with the appointed Council auditor and Unit Staff to maximize the efficiency of the interim audit by updating and reporting on routine

schedules registers, balances etc so that major audit tasks only are undertaken at the annual audit.

- Oversee and lead the tasks to ensure the ongoing maintenance and integrity of the general ledger and associated subsidiary ledgers.
- Oversee monthly reconciliations of the general ledger and subsidiary ledgers by the 7th of each month.
- Oversee, prepare and process general ledger journals on a weekly and month end basis.
- Ensure that accounting records are accurate and kept in a timely manner in accordance with Accounting Regulations, Australian Standards and internal accounting policies.
- Assist in the co-ordination of the preparation of the Annual Budget in conjunction with Senior Management and Council.
- Develop and update Council's 10 year financial plan on an annual basis.
- Assess information technology requirements pertaining to the Finance Section and take appropriate action to provide efficient and effective hardware and software applications.
- Invest surplus funds of Council as available to ensure the maximum return on investment within timelines to suit Council cash flow.
- Ensure that Council's obligations in respect of GST are fulfilled and processing of the quarterly BAS is done by the required timeframes on a monthly basis.
- Oversee the Local Government Performance Reporting Framework through the collection and collation of data.

### **Customer Services**

- Promote and develop a culture of Excellence in Customer Services; identifying, implementing and reviewing strategies to improve service delivery.
- Develop customer service strategies, policy, procedures and guidelines to effectively inform customers and / or enable them to make the best use of Council resources and services through departmental procedures.
- Assist in providing focus for the provision of customer service within Council.
- Ensure courteous, timely and accurate service is provided to customers, both internal and external.

### **Records Management**

- Ensure the development and improvement of systems, policy, standards and guidelines for the management of Council's record management system.
- Oversee the implementation of an electronic records management policy.

## **Payroll**

- Oversee the payroll function and ensure that employees are paid accurately and on time.
- Review payroll data ensuring system information is in line with Council's Enterprise Bargaining Agreement, Taxation Scales, Superannuation Legislation.

## **Corporate Responsibilities**

- Responsible for creating full and accurate records of activities and decisions, and observing records management procedures in accordance with standards laid out in the Record Management policy.
- Contribute to the continuous improvement and productivity of the organisation's operations.

## **6. ORGANISATIONAL RELATIONSHIPS:**

Reports to: Director Corporate & Community Services

Supervises: Customer Services Coordinator

Revenue Officer

Finance & Payroll Coordinator

Internal Contacts: Chief Executive Officer, Councillors, Director Corporate & Community Services, Director Infrastructure Services, other staff

External Contacts: General Public, Other Councils, Government Departments – Local and State, Other professional bodies and groups, Section 86 Committees

## **7. OCCUPATIONAL HEALTH AND SAFETY:**

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public. Whilst at work, an employee must:-

- Take reasonable care for their own health and safety.
- Notify their Manager of their inability to carry out any physical task that is outside their capability.
- Take reasonable care for the health and safety of people who may be affected by the employee's acts or omissions in the workplace.
- Co-operate with respect to any action taken by Council to establish and maintain occupational health and safety systems and procedures, including the completion of Job Safety Analysis (JSA).
- Complete Accident, Hazard and Near Miss Reports in a timely manner.
- Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety.
- Use protective equipment or clothing provided by Council at all required times.
- Immediately notify their Manager in the event of any injury, near miss, damaged equipment or other workplace hazard.
- Actively participate in Council safety programs

## **8. RISK MANAGEMENT:**

Whilst at work, an employee must:

- Contribute to making Hindmarsh Shire as risk free as possible for all employees, residents and visitors.
- Take all reasonable action to protect Council assets from damage and or loss.
- Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.

## **9. ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- The position is accountable to the Director Corporate and Community Services for the efficient and effective operation of the Customer Services, Records Management, Finance, and Payroll departments within the scope of available resources and appropriate delegations.
- The Manager Finance and Customer Service assists the Director Corporate and Community Services in the effective leadership of Council functions including Customer Services, Records Management, Finance, and Payroll.
- The Authority and freedom to act are within established operational guidelines, policies and budgets and the provision of services within broad guidelines and procedures.
- Accountable for creating and maintaining an environment where staff are encouraged to contribute to the development of a productive and rewarding organisation.

## **10. JUDGMENT AND DECISION MAKING:**

- Ability to collect information, process operations, select and implement the most appropriate option to maximise outcomes in a given situation.
- Ability to monitor and assess expenditure to ensure the Customer Services, Records Management, Finance, and Payroll department operates within budgetary parameters.
- Ability to exercise judgment and problem solving skills with respect to the management of all facets of the Customer Services, Records Management, Finance, and Payroll departments objectives of Council in accordance with policies, guidelines and procedures.
- Provide advice to the Senior Management Team on matters of strategic or corporate significance.
- Development and management of the Customer Services, Records Management, Finance, and Payroll staff.

## **11. SPECIALIST KNOWLEDGE AND SKILLS:**

- A sound knowledge of budgeting and relevant accounting and financial procedures.
- An understanding of the long term goals of the wider organisation, including values and aspirations.
- Well-developed communication skills in dealing with staff, senior management and representatives of Government Agencies.
- Ability to identify opportunities for improvement of organisation and community benefit through new policies, procedures and processes and to actively promote these with the Senior Management Team.



- Ability to provide high level written and verbal reports.
- Ability to work to deadlines.

**12. MANAGEMENT SKILLS:**

- Flexibility in approach, ability to think laterally and apply innovative practices to satisfy the needs of changing circumstances.
- Ability to inspire commitment in staff to achieve organisational goals by providing high standards of leadership and fostering a team spirit.
- Manage one's own time, set priorities, plan and organise work in order to meet objectives.
- Ability to manage change and be innovative.
- Strategic planning ability and proven ability to negotiate and advocate.
- Ability to manage staff.

**13. INTER-PERSONAL SKILLS:**

- Ability to lead, motivate and develop other employees.
- Ability to develop, evaluate and implement innovative strategies and practices enhancing Council's performance financially and through service levels.
- A commitment to continuous improvement of Council's Customer Services, Records Management, Finance, and Payroll staff.
- Highly developed communication skills and interpersonal skills.
- Ability to effectively represent the Council at the community level and at other levels of government.

**14. QUALIFICATIONS AND EXPERIENCE:**

- Tertiary qualifications in Accounting.
- Significant experience managing staff and budgets.
- Understanding of local government and the environment with which it operates.
- Significant experience in change management activities.
- Current drivers licence.

**15. EQUAL OPPORTUNITY:**

Hindmarsh Shire Council offers a work environment free from discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

**16. PRIVACY AND CONFIDENTIALITY:**

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Information Privacy Act, the Health Records Act and Council's Confidentiality policies.

Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

**17. KEY SELECTION CRITERIA:**

The following key selection criteria will be used as a tool to assist in the selection of the most suitable applicant.

Applications **must** address the key selection criteria.

- Relevant qualifications and significant experience in finance management.
- High Level of written, oral and strategic thinking skills.
- Demonstrated ability to prepare long term financial plans, budgets and forecasts, and provide strategic input into Council's planning.
- Experience in developing and implementing policies and strategies.
- Demonstrated success, leadership and achievement in managing and motivating teams and developing an integrated team culture.
- Strong understanding of and ability to drive innovation and efficiencies within the areas of Customer Service, Finance and Payroll.
- Demonstrated capacity to contribute to the corporate leadership of Council and to be a member of a cohesive Leadership Team.
- Local government experience an advantage.

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