

Role Description

Agency	NSW Ombudsman
Role Title	Business Partner, Finance
Branch/Division/Unit	Corporate Services Branch, Finance, Procurement and Facilities Unit
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 9/10
Senior Executive Work Level Standards:	NA
Kind of Employment	Ongoing
ANZSCO Code	132211
PCAT Code	1213228392
Date of Approval	1 September 2020
Agency Website	www.ombo.nsw.gov.au

Agency overview

The NSW Ombudsman is an independent integrity agency that pursues fairness for the people of NSW. We strive to ensure that those entrusted with public power and resources fulfil their responsibilities and treat everyone fairly.

The Ombudsman has a range of statutory functions. These can be broadly grouped into the following 3 categories, which align with the office's 3 organisational divisions:

- handling complaints about, and where necessary investigating, the conduct of public authorities and community service providers – primarily the focus of the Complaints and Investigations Division
- overseeing compliance and performance of certain NSW Government and community sector programs and systems through monitoring, auditing, inquiries, conducting reviews and reporting – primarily the focus of the Systems Oversight and Reviews Division
- delivering tools, guides and other resources, and providing educational and training services, to support capacity building by public authorities and community service providers – primarily the focus of the People, Performance and Sector Improvement Division.

The People, Performance and Sector Improvement Division is also responsible for the office's strategic, corporate and supporting functions.

Primary purpose of the role

Manage the Ombudsman's day to day financial and payroll operations – accounting, budget and reporting obligations. Identify and implement improvements to current policies, work practices, systems and controls. Support the Head of Finance in providing strategic directions to Executive Leadership Team (ELT), and managing relationship with key managers and external stakeholders such as Treasury and DPC. Manage the team's work, priorities and service delivery

Key accountabilities

- Manage all financial accounting, budget and reporting activities such as monthly reporting to ELT and Treasury, month end & year end close-off, balance sheet reconciliation review, cash-flow forecasting, financial performance commentary, forward estimate, audit activities and financial statements. Ensure all activities are performed in accordance with relevant legislation, accounting policies and standards.
- Manage the end to end payroll function, ensuring payroll processing is processed on time, accurately and in compliance with government regulations. Identify and implement improvement to payroll processes, reporting and system. Oversee engagement with other agencies on employee entitlements transfers, and the reconciliation of payroll data and employee provisions against the general ledger.
- Continuously review and identify improvement in current accounting, budgeting and reporting processes, using systems to streamline, where possible. Take lead in finance and payroll systems improvement related projects.
- Regularly assess governance and controls in place and provide updates to the Head of Finance on risk related matters. Assist in the development and updating of new and existing financial management policies.
- Perform quality assurance work undertaken by the finance team; provide constructive feedback and technical expertise, modelling, training and support.
- Provide support to branch Managers on operational matters, including the interpretation of financial reports, budget discussion and policy matters.
- Provide support to the Head of Finance on Treasury and DPC matters and other ad hoc requests, such as the development of business case.

Key challenges

- The Business Partner, Finance is expected to take the initiative on matters within the role's area of responsibility having regard to legislative requirements, accountability standards, performance measures and critical risks. This requires the exercise of judgement, particularly when interpreting data and information to draw conclusions.
- The Business Partner, Finance works in a highly regulated environment with legislation such as the Public Finance and Audit Act, Goods and Services Tax and Fringe Benefits Tax as well as procurement requirements, Treasurers Directions and accounting standards needing to be considered when undertaking most tasks. In addition, the work and systems of the finance team is reviewed by not only internal audit but also by the Audit Office, with any error or omission possibly reported to Parliament. The challenge for all staff in the finance team is to maintain the high standards that are expected in an environment where there are continual and conflicting deadlines and a high volume of work to be undertaken.
- The NSW public sector is currently transforming its financial management practices, requiring significant work within agencies to change their systems to better integrate with NSW Treasury's online system PRIME. The Business Partner, Finance needs to work closely with NSW Treasury to ensure that the new system and associated policies are rolled out and integrated with our finance systems and processed and finance staff are appropriately trained.
- Accounting standards and concepts can be difficult to understand for non-accounting staff. It will be a challenge for the Business Partner, Finance to be able to present financial information in a way that is easily understood by the target audience, some of whom will be more senior than this position.
- The Office, like most public sector agencies, is operating in an environment of diminishing resources and greater work requirements. This poses a significant challenge for the office and is one that we are addressing by standardising and streamlining our processes and procedures. In this regard, the Business Partner, Finance must continually review the work practices in the finance team to ensure that a reliable and cost effective service is provided.
- The position requires relevant tertiary qualifications and full membership of a professional accounting body. To ensure that they maintain their professional credentials, a challenge for the Business Partner, Finance will be to keep abreast of developments in the accounting profession as well as any directions from NSW Treasury or legislative amendments.
- Establishing and maintaining professional working relationships both internally and across key agencies will also be a focus of the position.

Key relationships

Who	Why
Internal	
Head of Finance and other senior staff of the division.	Provide advice about the work undertaken and other matter of interests to inform decision making and managing risk
Team managed	Provide leadership to staff supervised; provide clear direction and manage priorities, through one-on-one discussions, team meetings and training sessions to help team members perform to their highest potential
Staff throughout the office	Develop and maintain effective working relationships with staff. Provide support about finance and payroll matters
External	
Key agencies including NSW Treasury, DPC, ATO and the Audit Office	An effective relationship with external parties is a necessary component of the role and will be integral to its success. Contact will primarily be around our external reporting obligations and ongoing funding requirements

Role dimensions

The Business Partner, Finance is involved in the full range of activities within the finance and payroll functions, whilst acting as a business partner to provide insights and expert advice that support decision making.

The Business Partner, Finance is a senior member of the Corporate Branch and attends the Corporate Branch and finance team meetings.

Decision making

- Decisions should be guided by legislation, accounting standards, policies and procedures, and directives from the Head of Finance. When there are no clear guidance, professional judgements should be applied to solve complex problems.
- The Business Partner, Finance acts with a high degree of independence, particularly in prioritising work. It is expected that the Business Partner, Finance will show initiative in identifying and undertaking tasks without the need for close supervision or direction.

Reporting line

This role reports to the Head of Finance, Clerk Grade 11/12.

Direct reports

This role will manage 3 positions:

- Financial Accountant, Clerk Grade 7/8
- Management Accountant, Clerk Grade 7/8
- Payroll Analyst, Clerk Grade 7/8

Budget/expenditure

The role does not have budgetary responsibility.

Essential requirements

Employment at the NSW Ombudsman is subject to the satisfactory completion of security and related vetting including, in part, a criminal records check; signed understanding and acceptance of a range of policies; two statutory declarations relating to conflicts of interest, arrests, charges, convictions and a health declaration.

The position requires relevant tertiary qualifications and full membership of a professional accounting body.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [The Capability Framework | NSW Public Service Commission](#).

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability group	Capability name	Level
 Personal attributes	Display resilience and courage	Intermediate
	Act with integrity	Adept
	Manage self	Adept
	Value diversity and inclusion	Intermediate
 Relationships	Communicate effectively	Adept
	Commit to customer service	Intermediate
	Work collaboratively	Adept
	Influence and negotiate	Adept
 Results	Deliver results	Adept
	Plan and prioritise	Adept
	Think and solve problems	Advanced
	Demonstrate accountability	Adept
 Business enablers	Finance	Advanced
	Technology	Adept
	Procurement and contract management	Intermediate
	Project management	Intermediate
 People management	Manage and develop people	Adept
	Inspire direction and purpose	Intermediate
	Optimise business outcomes	Intermediate
	Manage reform and change	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal attributes	Act with integrity Be ethical and professional, and uphold and promote the public sector values	• Represent your organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Promote a workplace culture that values high ethical standards and behaviour • Act to prevent and report misconduct and inappropriate behaviour • Put strategies in place to manage and monitor conflicts of interest • Ensure that others are aware of and understand the legislation and policy framework within which they operate	Adept
 Personal attributes	Manage self Be persistent, self-reflect and commit to learning	• Keep up to date with contemporary knowledge and practices • Seek and take advantage of opportunities to learn and apply new skills • Commit to achieving challenging goals • Seek and respond positively to constructive feedback and advice • Examine and reflect on your performance	Adept
 Relationships	Communicate effectively Communicate clearly, pay attention to others, and respond with understanding and respect	• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation • Clearly explain complex ideas and arguments to individuals and groups • Create opportunities for others to contribute • Share information with other teams and business units to enable informed decision-making • Write clearly and concisely in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences • Pay attention and encourage others to express their views	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Deliver results Achieve results by using resources efficiently and committing to quality outcomes	• Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Ensure staff understand expected goals and acknowledge staff success in achieving these • Identify the resources people need and ensure goals are achieved within budget and on time • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the way resources are allocated meets new business needs • Ensure you budget for and clearly state the financial impacts of new priorities	Adept
 Results	Think and solve problems Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to reach accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Consider the wider business context when thinking about options to resolve issues • Explore a range of possibilities and creative alternatives to improve systems, processes and business practices • Put systems and processes in place that are supported by high-quality research and analysis • Look for opportunities to design innovative solutions to meet customers' needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced
 Business enablers	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	• Apply a thorough understanding of recurrent and capital financial terminology, policies and processes for planning, forecasting, preparing and managing budgets • Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound • Assess relative cost benefits of various purchasing options • Promote the role of sound financial management and its impact on organisational effectiveness • Get specialist financial advice when reviewing and evaluating finance systems and processes • Respond to financial and risk management audit outcomes, addressing areas of noncompliance in a timely manner	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
	Manage and develop people Engage with and motivate staff, and develop their capability and potential	• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the effects of bias when managing team members • Seek feedback about your management capabilities and develop strategies to improve on them • Address and resolve team and individual performance issues, including unsatisfactory performance, promptly and effectively • Monitor and report on team performance in line with established performance development frameworks • Develop positive relationships to ensure cultural safety and trust between team members	Adept