Role Description

Agency	**NSW Ombudsman**
Role Title	**Management Accountant**
Branch/Division/Unit	**Corporate Services Branch, Finance, Procurement and Facilities Unit**
Location	**Sydney CBD**
Classification/Grade/Band	**Clerk Grade 7/8**
Senior Executive Work Level Standards	**NA**
Kind of Employment	**Ongoing or Temporary**
ANZSCO Code	**221112**
PCAT Code	**1223392**
Date of Approval	**19 November 2026**
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
- oversighting 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

Reporting to the Business Partner, Finance, the role provides management accounting support through planning, budgeting, forecasting and analysis to support sound financial management across the agency. The role delivers timely and accurate management reporting and analysis of revenue, employee-related expenses, other operating expenses and capital expenditure. Working collaboratively with key stakeholders, the role supports understanding of budget and forecast variances and effective budget management across the agency.

Key accountabilities

- Review business systems and processes to ensure budget, actual and forecast financial performance data and analysis is timely, accurate and consistent.
- Develop and implement continuous improvement strategies around management accounting, forecasting, financial reporting and analysis to support strategic objectives.
- Partner with a wide range of stakeholders to ensure financial performance are understood to help with strategic decision making and sound budget management.
- Provide support in business case development and evaluations, project budgeting and reporting, as well as implementation of finance strategies and system upgrades/rollouts.
- Assist in the preparation of annual budgets using the ERP system and supporting stakeholders in the budget process.
- Maintain close working relationship with Treasury and other agencies to ensure financial and reporting obligations are met, and the latest development in regulations and Treasury guidelines are adhered to.
- Manage all monthly and annual budget related and reporting activities conducted in the Treasury PRIME systems, including the annual PTA and carry forward processes.

Key challenges

- Interpreting budget, actual and forecast results to identify the drivers of variances in revenue, employee-related expenses, other operating expenses, and capital expenditure, and exercising judgement to provide meaningful analysis that supports financial decisions.
- Maintaining accurate and consistent budget, actual and forecast data across the ERP and Treasury PRIME systems while meeting internal and external reporting deadlines and ensuring compliance with Treasury directions, accounting standards and audit requirements.
- Independently balancing competing deadlines for month-end reporting, annual budgets, forecasts and Treasury submissions while responding to requests for financial analysis and supporting improvements to finance systems and processes.

Key relationships

Who	Why
Internal	
Head of Finance, Business Partner, Finance and Finance Team staff	• Provide support to the Head of Finance, Business Partner, Finance and Finance team, to ensure effective and timely reporting, analysis and budgeting activities are provided
Staff throughout the office	• Develop and maintain effective working relationships with staff. Provide expert support on budgeting matters

External	
Key agencies including NSW Treasury, Finance, Property NSW 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

Role dimensions

The Management Accountant is involved in the full range of activities handled by the Finance team such as budget management and financial reporting. The Management Accountant attends Corporate Branch and Finance Team meetings and is an active participant in its deliberations.

Decision making

This role has some autonomy and makes decisions under their direct control and refers to a manager for decisions that require significant change to outcomes or timeframes; are likely to escalate matters require submission to a higher level of management to the Head of Finance.

This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

This role reports to the Business Partner, Finance, Clerk Grade 9/10.

Direct reports

Financial Analyst Grade 5/6 reports to this position.

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.

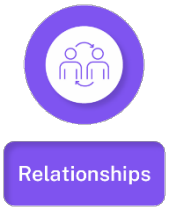
The position requires relevant tertiary qualifications and/or full membership of a professional accounting body.

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

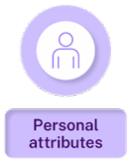
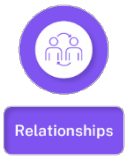
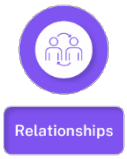
Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

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

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
	**Display resilience and courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer your opinion and raise challenging issues • Acknowledge when someone challenges your ideas and respond respectfully • Work through challenges • Remain calm and focused in challenging situations	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
	**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
	**Communicate effectively** Communicate clearly, pay attention to others, and respond with understanding and respect	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information	Intermediate
	**Work collaboratively** Collaborate with others and value their contribution	• Build a supportive and collaborative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by working together effectively • Share information with others to solve problems together • Support others in difficult situations • Use collaboration tools, including digital technology, to work effectively with others	Intermediate
	**Think and solve problems** Think, analyse and consider the broader context to develop practical solutions	• Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes • Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs	Intermediate
	**Finance** Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand core financial terminology, policies and processes, including relevant recurrent and capital financial measures • Understand how business planning and budgets are affected by the funding allocated to your organisation • Identify discrepancies or variances in financial and budget reports, and take corrective action	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		• Know when to seek specialist advice and support and establish relevant relationships to access the appropriate support when needed • Consider financial implications when you make decisions or prepare business cases	
	**Manage and develop people** Engage with and motivate staff, and develop their capability and potential	• Clarify the work required, and expected behaviours and outputs • Clearly communicate team members' roles and responsibilities • Contribute to developing team capability and recognise potential in your people • Recognise good performance, give regular constructive feedback, and support your team in line with their development needs • Identify appropriate learning opportunities for team members • Be a role model for inclusive behaviours and practices, demonstrating awareness of cultural differences • Recognise performance issues that need to be addressed and seek appropriate advice • Create opportunities for all team members to contribute	Foundational