

JOB DESCRIPTION

Senior Manager Finance Services

ROLE TITLE	Senior Manager Finance Services
SECTION/DIVISION:	Shared Services Division, Finance Services
REPORTS TO:	Director Shared Services
DIRECT REPORTS (FTE):	3
INDIRECT REPORTS (FTE):	52 FTE
PRIMARY PURPOSE OF THE ROLE:	<p>To lead, develop and manage the accounts payable, accounts receivable, financial transactions and processing, student fees and purchasing and stores activities within Shared Services, by providing exemplary customer service and advice, and engaging team members in the delivery of accurate, reliable and targeted outcomes.</p> <p>The role builds capability and ensures that the Shared Service Finance Services team is multi-skilled in the various services provided. A client focused, service excellence delivery orientation is critical to the success of this role.</p>
ACCOUNTABILITIES:	<p>Lead and manage a range of financial transactional activities including accounts payable, accounts receivable, transaction processing, student fee and debt collection; and purchasing and stores activity.</p> <p>Translate the Shared Service strategy into meaningful operational and service delivery plans, and goals and objectives for the Finance Services activity.</p> <p>Develop an annual work plan that cascades goals and objectives to staff, clarifying specific role accountabilities, key performance indicators and expected outcomes of success. Deploy resources astutely by ensuring coverage of services across the Finance Services functions.</p> <p>Lead, establish and monitor service delivery standards and performance measures to ensure expectations are clear, support a high performance culture, and form the basis for evaluation of effectiveness and improvement planning. Proactively seek feedback from multiple channels to drive customer service excellence, gauge satisfaction, service quality, accessibility and responsiveness.</p> <p>Undertake a range of activities in line with Financial Services Division operating strategy and regulatory requirements, such as: oversee accounts receivables collections; review and determine appropriate action in respect of outstanding debts; formulate policies and operating guidelines for revenue management functions including those relating to student fees; ensure student fees are charged as per regulations, policy and approved schedules and that eVision and University publications record accurate and appropriate student fee information; maintain an ongoing transactional banking relationship with the University Bankers; and ensure purchasing and stores is managed effectively and at maximum efficiency.</p> <p>Lead, develop, monitor and attest to effective and robust controls, systems and frameworks across the portfolio of activity ensuring the integrity of critical financial information, the accuracy and completeness of processes performed, and effective financial, safety and risk management in line with professional standards, delegations, policy and legislative requirements. Ensure the appropriate separation of duties in the Finance Services activity teams.</p>

Prepare correspondence, briefings, analysis and reports that meet reporting obligations and support effective operations of the Finance Services activity, and decision making, ensuring comprehensiveness, accuracy and timeliness. Provide appropriate and reliable advice, recommendations, analysis, commentary and expert finance interpretation on complex policy, planning, strategic and operational matters.

Evaluate and respond to highly sensitive and contentious operational or service delivery issues to ensure that financial, reputational and business risks are minimised. Effectively resolve escalated issues and enquiries.

Lead and implement a culture of innovation, service excellence, performance and safety, including investigating ways to improve effectiveness by harnessing technology.

Build and foster the relationship with the Senior Manager Finance Advisory; Manager Procurement & Licensing; and Financial Controller (Financial Services Division), and attend Finance Services Division executive meetings, to ensure seamless provision of finance and purchasing services.

Actively participate and effectively work as part of the Shared Services Management Team by collaborating with peers to provide customer centric outcomes, providing advice, and contributing to strategy, planning, business cases and special reports/papers.

Develop business continuity and other emergency and recovery plans, ensuring such plans are tested in accordance with University frameworks.

KEY RELATIONSHIPS:

Internal

Senior leaders and managers across the University
Financial Services Division (FSD) staff
Senior managers within Shared Services
Managers in Sustainability, Health and Safety, Risk and Audit
Compliance analyst

External

Managers from external organisations such as DHBs, research funding bodies, consultants
Peers from other universities
Key participants in sectors that provide financial transaction and purchasing services.

QUALIFICATIONS & EXPERIENCE:

Essential

A relevant tertiary level qualification or recognised qualification(s) appropriate to the role.
10+ years' experience managing and providing finance transactional services in a medium size or complex organisation.
Proven experience in appropriate finance systems for the purposes of processing financial transactions and reporting
Proven experience in managing the delivery of high quality work outputs and team performance.
Extensive experience in developing and implementing accounting principles, systems, controls and reporting arrangements at a senior level.

Preferred

Professional standing for current membership or eligibility for membership of a recognised New Zealand accounting body
Postgraduate qualification and/or a recognised professional credential relevant to the role.
Experience in stakeholder/customer engagement in a Shared Services/Contact Centre environment
Experience in managing finance transactional activity and purchasing and stores.

TECHNICAL SKILLS AND KNOWLEDGE:

High degree of computer literacy - Advanced Excel
 High degree of numerical and data analysis skills

SPECIAL REQUIREMENTS:**DIRECT BUDGET ACCOUNTABILITY:**

Operating budget of circa \$5M per annum

HEALTH AND SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
ENABLE	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Advanced
PERSONAL ATTRIBUTES	Display Resilience and Courage	Adept
	Act with Integrity	Advanced
	Manage Self	Advanced
	Value Diversity	Adept
PEOPLE MANAGEMENT	Manage and Develop Capability	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Work Outcomes	Adept
	Change and Innovation	Adept
LANGUAGE AND CULTURE	Te Reo	Intermediate
	Tikanga Māori	Adept

CAPABILITY FRAMEWORK DESCRIPTORS

Senior Manager Finance Services



Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
ADVANCED	ADVANCED	ADEPT	ADEPT
<p>Present with credibility, engage varied audiences and test levels of understanding. Adjust style and approach to optimise outcomes</p> <p>Translate technical and complex information concisely for diverse audiences</p> <p>Actively listen and create opportunities for others to contribute to discussion and debate</p> <p>Write fluently and persuasively in a range of styles and formats</p>	<p>Promote a culture of customer service excellence in the organisation</p> <p>Initiate and develop partnerships with customers to define and evaluate service performance outcomes</p> <p>Actively seek customer feedback and promote and manage service relationships both within the organisation and with external parties</p> <p>Liaise with senior stakeholders on key issues and provide expert and influential advice</p> <p>Identify and incorporate the interests and needs of customers in operational process design</p>	<p>Encourage a culture of recognising the value of collaboration</p> <p>Build co-operation and overcome barriers to information sharing and communication across teams and work units</p> <p>Share lessons learned across teams and work units</p> <p>Identify opportunities to work collaboratively with other areas to solve issues and develop better processes and approaches to work</p>	<p>Negotiate from an informed and credible position</p> <p>Lead and facilitate productive discussions with staff and stakeholders</p> <p>Encourage others to talk, share and debate ideas to achieve a consensus</p> <p>Pre-empt and minimise conflict. Recognise and explain the need for compromise</p> <p>Influence others with a fair and considered approach and sound arguments</p>

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
ADEPT	ADEPT	ADVANCED	ADVANCED
<p>Take responsibility for delivering on intended outcomes. Use own expertise and seek others' expertise to achieve work outcomes</p> <p>Ensure team/work unit staff understand expected goals and acknowledge success</p> <p>Identify resource needs and ensure goals are achieved within budget and deadlines</p> <p>Identify changed priorities and ensure allocation of resources meets new organisational needs. Ensure financial implications of changed priorities are explicit and budgeted</p>	<p>Take into account future aims and goals of the team/work unit and organisation when prioritising own and others' work</p> <p>Initiate, prioritise, discuss and develop team/work unit goals, strategies and plans</p> <p>Anticipate and assess the impact of changes, such as organisational strategy/economic conditions, on team/work unit objectives and initiate appropriate responses</p> <p>Monitor and evaluate achievements and adjust future plans accordingly</p>	<p>Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</p> <p>Engage in critical analysis of complex issues, weigh up alternatives and identify the most effective solutions, taking into account the wider organisational context</p> <p>Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</p> <p>Implement systems and processes that underpin high quality data gathering and analysis</p>	<p>Design and develop systems to establish and measure accountabilities and outcomes</p> <p>Incorporate sound risk management principles and strategies into planning. Ensure accountabilities are exercised in line with operational goals</p> <p>Monitor and maintain operational area knowledge of and compliance with legislative and regulatory frameworks</p> <p>Model the highest standards of financial probity, demonstrating respect for University monies and other resources</p>


PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
ADEPT	ADVANCED	ADVANCED	ADEPT
<p>Be flexible, show initiative and respond quickly when situations change</p> <p>Give constructive and honest feedback and advice using appropriate manner and tone</p> <p>Listen when ideas are challenged, seek to understand the nature of the challenge and respond constructively</p> <p>Raise and work through challenging issues and seek alternatives</p> <p>Keep control of own emotions and stay calm under pressure and in challenging situations</p>	<p>Represent the organisation in an honest, ethical and professional way and model the highest standards of ethical behaviour and reinforce them in others</p> <p>Promote a culture of integrity and professionalism within the organisation. Ensure others understand and comply with the legislation and policy framework within which they operate</p> <p>Monitor ethical practices, standards and systems and reinforce their use. Act on reported breaches of rules, policies and guidelines</p>	<p>Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</p> <p>Seek challenging goals and show commitment to their achievement</p> <p>Actively seek, reflect and integrate feedback to enhance own performance, showing a strong capacity and willingness to modify own behaviours</p> <p>Take the initiative and act in a decisive way and maintain a high level of personal motivation when faced with challenging circumstances</p>	<p>Seek to promote the value of diversity for the organisation</p> <p>Recognise and adapt to individual differences and working styles</p> <p>Support initiatives that create an environment in which diversity is valued</p>



PEOPLE MANAGEMENT

Manage and Develop Capability	Inspire Direction and Purpose	Optimise Work Outcomes	Change and Innovation
<i>Engage and motivate staff and develop capability and potential in others</i>	<i>Communicate goals, priorities and vision and recognise achievements</i>	<i>Manage resources effectively and apply sound workforce planning principles</i>	<i>Support, promote and champion change, and assist others to engage with change</i>
ADVANCED	ADVANCED	ADEPT	ADEPT
<p>Refine roles and responsibilities over time to achieve better organisational outcomes</p> <p>Recognise talent, develop team capability and seek opportunities to develop staff capability across teams/work unit(s)</p> <p>Provide timely, constructive and objective feedback to staff</p> <p>Coach and mentor staff and encourage professional development and continuous learning</p> <p>Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way</p>	<p>Promote a sense of purpose and work with others to translate strategic direction into operational goals and build a shared understanding of the link to core organisational outcomes</p> <p>Build a shared sense of direction, clarify priorities and goals and inspire others to achieve them. Work to remove barriers to achievement of goals</p> <p>Implement performance development standards and frameworks to align workforce capability with the organisation's current and future priorities and objectives</p> <p>Create opportunities for recognising and celebrating high performance at the individual and team level</p>	<p>Initiate and develop longer-term goals and plans to guide the work of the team/work unit in line with organisational objectives</p> <p>Allocate resources to ensure achievement of work outcomes and contribute to wider workforce planning</p> <p>Ensure that team members base their decisions on a sound understanding of work principles as they apply to the University</p> <p>Monitor performance against standards and take timely corrective actions. Keep others informed about progress and performance outcomes</p>	<p>Actively promote change processes to staff and participate in the communication of change initiatives across the work unit(s). Seek and foster new ways of doing things</p> <p>Provide guidance, coaching and direction to individuals and others managing uncertainty and change</p> <p>Identify cultural barriers to change and implement strategies to address these</p>



LANGUAGE & CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
INTERMEDIATE	ADEPT
<p>Demonstrate use of te reo Māori words and phrases in appropriate work place settings</p> <p>Has prepared and can communicate accurately own mihi if required in the work place context</p> <p>Take part in opportunities to practice and extend own language capability</p>	<p>Engage with subject matter experts and consider the University's Māori Strategic Framework principles when undertaking work planning activity</p> <p>Model good practices and encourage others to adopt work place practices that show sensitivity for tikanga Māori</p> <p>Has good knowledge of the Articles and Principles of Te Tiriti o Waitangi and encourages understanding in others</p> <p>Encourage others to extend their understanding and knowledge of tikanga Māori</p>