

POSITION DESCRIPTION

1. **TITLE:** **General Manager – Business Services (CFO/CIO)**
2. **CLASSIFICATION:** GSERP
3. **DEPARTMENT:** Governance
4. **POSITION OBJECTIVES:**
 - 4.1. **Objectives of Position:**
 - 4.1.1. Provide operational leadership in the development and management of the organisation's finance and information technology policies, processes and systems that support business needs and requirements;
 - 4.1.2. Assist the Managing Director and other executives on all strategic and operational matters as they relate to financial (operational and capital) budget management, cost benefit analysis, forecasting cashflow requirements, debt management, pricing, securing new funding to support operations, and investment opportunities;
 - 4.1.3. Enhance the finance management skills and capability of the organisation;
 - 4.1.4. To deliver high levels of efficient and effective IT solutions to meet the strategic and operational needs of the business;
 - 4.1.5. Drive efficiencies and improvements in all business procurement decisions and identify savings across all divisions through the management of the procurement and contract frameworks;
 - 4.1.6. Deliver on strategic, operational and commercial goals to accomplish the organisation and shareholder requirements to ensure ongoing financial sustainability, as well as meet community expectations.
5. **KEY RESPONSIBILITIES:**
 - 5.1. **Financial Management**
 - 5.1.1. Develop, document and maintain quality systems and processes for Westernport Water's financial management systems encompassing purchasing, payroll, project management, contract management, asset accounting, tax accounting, cashflow and treasury management, budgeting and reporting;
 - 5.1.2. Develop and maintain economic and pricing financial models to determine the impact of investment and pricing decisions, and to support business plan forecasts;
 - 5.1.3. Ensure ongoing financial sustainability to ensure Westernport Water meet financial obligations;
 - 5.1.4. Ensure adequate controls are maintained and all substantiating documentation is approved and available such that all business purchases may pass independent and governmental audits;
 - 5.1.5. Oversee the management and coordination of all fiscal reporting activities for the organisation including: revenue/expense activity reporting and balance sheet

reports, reports to funding agencies, development and monitoring of organisational and contract/grant budgets;

- 5.1.6. Oversee all purchasing and payroll activity;
- 5.1.7. Develop and maintain systems of internal controls to safeguard financial assets of the organisation and oversee federal awards and programs;
- 5.1.8. Oversee the coordination and activities of independent auditors ensuring all financial audit issues are resolved, and all other audit and compliance issues are met;
- 5.1.9. Prepare the annual financial statements in accordance with Australian Accounting standards and Financial Reporting Directions (FRDs) and any other required supplementary schedules and information;
- 5.1.10. Build and promote a culture of accountability in the application of the organisation's procurement and contract management frameworks, and prudent cost control principles;
- 5.1.11. Attend Board and Subcommittee meetings;

5.2. Corporate, Statutory and Regulatory Compliance Reporting

- 5.2.1. Ensure compliance Accounting, Tax, Auditing and Superannuation legislation
- 5.2.2. Ensure compliance with all corporate reporting requirements – project framework, contract management, strategic KPIs;
- 5.2.3. Ensure all compliance with shareholder reporting requirements under the Financial Management Act and Management Compliance Framework;
- 5.2.4. Ensure all compliance with Australian Taxation Office requirements (Workcover, PAYG, SRO);
- 5.2.5. Provide monthly financial information to enable budget managers to appropriate manage expenditure; and
- 5.2.6. Provide monthly and quarterly financial information to the board of directors for review and monitoring the financial sustainability of Westernport Water.

5.3. Stakeholders

- 5.3.1. Develop and maintain ongoing relationships with government agencies and other relevant stakeholders as appropriate;
- 5.3.2. Act as the primary contact for the Department of Treasury & Finance (DTF), Treasury Corporation Victoria (TCV), and Department of Environment, Planning and Industry (DEPI);
- 5.3.3. In conjunction with the Communications Manager, conduct engagement meetings with key stakeholders

5.4. Information Technology

- 5.4.1. Oversee the management the IT platform required to support all business systems and are compliant with regulatory standards and operational policy requirements;

- 5.4.2. Ensure robust security and back up processes of systems and data is maintained, audited and managed to provide a secure, reliable, accessible IT environment for the business;
- 5.4.3. Continuously engage with business units to develop a work program for the development, replacing and automating systems that deliver cost effective and efficient business solutions.

5.5. Leadership and Management

- 5.5.1. Participate in formulating and implementing the strategic and operational direction of the organisation;
- 5.5.2. Provide advice on all accounting, taxation, treasury management, financial risk, and pricing issues to the managing director, executive management team and other staff;
- 5.5.3. Ensure the Business Service Department has a committed, capable, customer service oriented and motivated team by engendering a positive attitude to continuous improvement and ongoing change;
- 5.5.4. Motivate and encourage employees to achieve full potential by developing a consultative, process-focused, and cooperative approach to work, ensuring all employees feel accountable for their work and are clear about their accountabilities and authorities.
- 5.5.5. Create and nurture an accountable working environment that encourages employees' full participation and responsibility for both personal and organisational goals. Foster reward and recognition for initiative, productive contribution and performance;
- 5.5.6. Manage the performance and professional development of business services staff;
- 5.5.7. As a member of the Executive Management Team (EMT), provide leadership to all employees through behaviour that is aligned with the Corporation's values;
- 5.5.8. Exercise approved delegations, as per the Corporation's policy;
- 5.5.9. Any other duties required by the Board and Managing Director.

6. ORGANISATIONAL RELATIONSHIPS:

- 6.1. Provides governance and financial support to the Board and Board Committees;
- 6.2. Reports to the Managing Director;
- 6.3. Member of the Executive Management Team (EMT);
- 6.4. Manages the roles, responsibilities and performance of the IT Manager, Purchasing Manager and Finance Manager.

7. ACCOUNTABILITY & EXTENT OF AUTHORITY:

- 7.1. The incumbent's freedom to act is governed by organisational policies, the Water Act 1989 and the Financial Management Act 1994;
- 7.2. The decisions and actions taken by the incumbent will have impact on the programs and policies that are developed and /or the public perception of the wider organisation. The decisions and actions taken by the incumbent will have

substantial impact on the performance of the Business Services Department and the organisation as a whole;

- 7.3. The incumbent is required to develop financial management and ITC service policies and strategic plans. The advice provided by the incumbent will be relied upon for the adoption of these policies;
- 7.4. Authority to develop and recommend solutions pertaining to own department and wider organisation, to the managing director, the executive management team;
- 7.5. Accountable for the regular reporting of performance against organisational service standards and budgets;
- 7.6. Authority to exercise delegations as approved for the position.

8. JUDGEMENT & DECISION MAKING:

- 8.1. This position is involved in complex problem solving and policy development. The nature of the work is specialised with methods, procedures and processes generally developed from theory and precedent;
- 8.2. The work will often require identification and analysis of a range of options and impact to the business before a choice can be made;
- 8.3. This position will be expected to identify and develop policy options in their own department for consideration and choice by the managing director, executive management team and the Board;
- 8.4. Issues are often complex and may require the development of solutions based on previous experience;
- 8.5. Guidance and advice is not always available from within the organisation.

9. SPECIALIST KNOWLEDGE AND SKILLS:

- 9.1. The incumbent must be able to understand the political and socio-economic context in which Westernport Water operates and how the long term goals and aspirations of the wider organisation are aligned;
- 9.2. Management and leadership skills;
- 9.3. Extensive skills and experience with preparing budgets, cashflow forecasts, long term financial planning, and corporate plan/business plan;
- 9.4. Extensive knowledge of statutory reporting requirements and tax and accounting legislation;
- 9.5. Contract and project management skills and experience;
- 9.6. Knowledge of purchasing and procurement frameworks;
- 9.7. Knowledge and experience in managing IT functions and environment.

10. MANAGEMENT SKILLS:

- 10.1. Demonstrated and proven substantial experience in managing a small;
- 10.2. Ability to manage time, set priorities, plan and organise one's own work and the work of other employees so as to achieve objectives with the available resources and within a set timetable despite conflicting pressures;

10.3. Ability to implement personnel policies and practices including awards, enterprise agreement, equal opportunity, OH&S, recruitment and selection and performance management.

11. INTERPERSONAL SKILLS:

11.1. Ability to persuade, convince and negotiate with customers/suppliers (internal and external), employees, managers and relevant regulatory authorities;

11.2. Lead, motivate and develop a professional team members as well as other employees of the Corporation;

11.3. Excellent written and verbal communication skills;

11.4. Ability to liaise with other members of staff, members of the public and regulatory bodies to resolve problems and issues;

12. QUALIFICATIONS AND EXPERIENCE:

12.1. CPA or CA qualified for a minimum of 5 years;

12.2. Substantial (5+ years) financial or commercial management experience within the water industry utility;

12.3. Substantial experience in managing and leading a professional team;

12.4. Demonstrated experience in the implementation and administration of financial and other management systems;

12.5. In depth and complete knowledge of all aspects of finance, tax and auditing requirements;

12.6. Experience in presenting at board and committee meetings;

12.7. Extensive experience in preparing annual statutory financial reports and tax returns.

13. TRAINING:

13.1. In house training will be provided for all financial policies, procedures and systems;

13.2. Participation in Institute of Water Administration and other conferences as appropriate.

14. KEY SELECTION CRITERIA:

14.1. Demonstrated ability to manage and lead a professional team to meet or exceed required service standards;

14.2. Demonstrated knowledge of all accounting and tax legislation and standards;

14.3. Demonstrated ability to manage time and other resources to maintain the quality of output whilst dealing with a range of conflicting priorities;

14.4. Sound knowledge of the policy and regulatory framework involved in the water industry;

14.5. Demonstrated knowledge of, commitment to and ability to implement process improvement.

14.6. Ability to analyse and solve complex problems and provide strategic solutions;

14.7. Ability to prioritise and organise workload.

15. STANDARD CLAUSES:

- 15.1. To act consistent with the four values outlined in the Behavioural Charter. To recognise and provide feedback to others when these behaviours are being demonstrated or not. These values are: showing respect, encouraging and creating quality, being responsible and being honest.
- 15.2. To undertake all duties in a manner which will ensure that fellow workers and myself comply with the Corporation's policies, and processes in relation to Health, Safety and Environment. Also to draw to the attention of my manager/supervisor or Health, Safety and Environment representative any hazards which present a risk.
- 15.3. To be aware of and follow Westernport Waters policy on managing risk and within my delegated authority reduce, remove or minimise such risk or report potential hazards/risks (and possible solutions) to the relevant manager/supervisor or Health, Safety and Environment representative.
- 15.4. To continually find ways and means of improving the efficiency of the work being undertaken by initiating and/or recommending process improvement and to take part such cross functional business projects.
- 15.5. To maintain all records under my responsibility in accordance with Westernport Water's Records Management Policy Trim Ref INT09-00392.
- 15.6. To act in an environmentally responsible manner at all times and report any environmental issues or incidents (and possible solutions) in accordance with Westernport Water's Environmental Management System to assist the Corporation manage its environmental impact.

Prepared by: Peter Winterburn
General Manager Risk, Regulation and Resources

Signed...../...../.....

Approved by: Murray Jackson
Managing Director

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