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| **Portfolio** | Communities and Justice |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services / myWorkZone / Process & Product |
| **Location** | Sydney Metropolitan |
| **Classification/Grade/Band** | Clerk Grade 11/12 |
| **Role Number** | Various |
| **ANZSCO Code** | 511112  |
| **PCAT Code** | 1229192 |
| **Date of Approval** | 28 August 2024 | **Ref: MWZ032** |
| **Agency Website** | www.dcj.nsw.gov.au |

***This role description applies to multiple roles across DCJ. Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

**Agency overview**

The Department of Communities and Justice (DCJ) is the lead agency in the Communities and Justice Portfolio.  Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community by providing services that are effective and responsive to community needs.

# Primary purpose of the role

The Finance Solution Lead is responsible for the solution design for specific functional areas and is responsible for the process and experience design for the myWorkZone solution. The team works closely with the business process owners and portfolio/department representatives to identify and document business requirements, represent those to partner vendors and identify solutions that will best meet those requirements.

The Finance Solution Lead is responsible for the identification of opportunities to harmonise policies, processes, and data models that minimise the level of solution customisation, while ensuring solutions meet diverse business requirements. The Finance Solution Lead supports maintenance of the “guardrails’ and process alignment as new technology is introduced.

The Finance Solution Lead brings SAP Functional and business expertise in solution and process design. Key focus areas include requirement gathering, workshops, documentation, testing and implementing of Finance solutions tailored to government and best practice. Collaboration with cross-functional teams and providing both functional and technical support.

# Key accountabilities

* Lead the development and delivery of a portfolio of artefacts that support the solution design and adoption, identifying interdependencies and leveraging resources to maximise efficiencies and achieve required organisation outcomes.
* Lead and oversee all aspects of project development and implementation across a portfolio of complex projects, including preparing business cases and project plans, adopting appropriate governance, identifying, allocating and managing resources, and meeting reporting requirements, to ensure project outcomes are achieved on time, on budget, to quality standards.
* Lead the analysis, evaluation, development of best practice on processes and activities to ensure the internal and external services under the myWorkZone solution are delivered efficiently, and business outcomes are met, measured, and reported; and systemic and emerging risks are promptly identified.
* Provide proactive and evidence-based advice and reports to the Director and/or the Group Director to ensure the proposed solution considers the business requirements, identifies change impacts, and considers the sustainability of the recommended solution.
* Liaise and work across Business Process Owners, Corporate Services Teams and portfolio/department Transformation Leads to ensure effective interface between program development, planning, service design and policy implementation.
* Lead the implementation and adoption through provision of detailed process documentation, first level data mapping to support data migration to new taxonomies, and validation of test scope and scenarios.
* Work closely with ERP Support and Operations to address design issues, implement improvement opportunities, and confirm business requirements and design for customer-initiated change requests.
* Provide Level 3 support to the ERP Support & Operations team to ensure defect fixes and service requests remain aligned with the approved design.
* Develop and implement strategies and tools for the continuous monitoring and evaluation of solution delivery gates, including data quality, test scope, process alignment, and contingency management.

# Key challenges

* Keeping abreast of current and emerging best practice, government policy and statutory requirements.
* Managing complex and sensitive consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.
* Achieving multiple project objectives, given limited resources and tight deadlines, and the need to identify project interdependencies and balance competing demands and priorities.
* Designing and implementing harmonised, flexible, scalable solutions that support efficient business operations of agencies of varying size and scale.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Group Director/Director | * Receive advice and report on progress towards business objectives and discuss future directions
* Provide expert advice and contribute to decision making
* Identify emerging issues/risks and their implications and propose solutions
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| ERP Support and Operations Team | * Guide, support, coach and mentor team members
* Lead discussions and decisions regarding key projects and deliverables
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| Stakeholders | * Provide expert advice on a range of project related issues and strategies
* Optimise engagement to achieve defined outcomes
* Manage expectations and resolve issues
* Ensure appropriate governance and program principals are maintained
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| **External** |  |
| Stakeholders | * Engage in, consult and negotiate the development, delivery and evaluation of projects
* Manage expectations and resolve issues
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| Vendors/Service Providers and Consultants | * Communicate needs, facilitate routine business transactions and resolve issues
* Provide input to confirm solution design and all related documentation including change request functional designs and statements of work
* Monitor and report on project tasks and milestones
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# Role dimensions

## Decision making

The role has autonomy in coordinating and managing the work of the team. The Finance Solution Lead makes decisions on matters under their direct control. The Finance Solution Lead will negotiate design objectives, outcomes, priorities and resources with the Group Director, Director and stakeholders.

The role has discretion in deciding how the design will be developed, including decisions on who to consult, both within and outside the organisation. The occupant of the role may consult with the Group Director and Director on more complex matters.

## Reporting line

The role reports to the relevant Director.

## Direct reports

Varied **–** May be responsible for a small project team or contractors.

## Budget/Expenditure

Nil**.**

# Key knowledge and experience

High level of functional experience in particular functional area for which the Finance Solution Lead is responsible, and superior understanding of technology, processes, procedures, and future product enhancements.

# Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

**Focus capabilities**

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES |
| --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| Personal Attributes logo | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Remain composed and calm and act constructively in highly pressured and unpredictable environments
* Give frank, honest advice in response to strong contrary views
* Accept criticism of own ideas and respond in a thoughtful and considered way
* Welcome new challenges and persist in raising and working through novel and difficult issues
* Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues
 | Advanced |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Present with credibility, engage diverse audiences and test levels of understanding
* Translate technical and complex information clearly and concisely for diverse audiences
* Create opportunities for others to contribute to discussion and debate
* Contribute to and promote information sharing across the organisation
* Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
* Explore creative ways to engage diverse audiences and communicate information
* Adjust style and approach to optimise outcomes
* Write fluently and persuasively in plain English and in a range of styles and formats
 | Advanced |
| Relationships logo  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Influence others with a fair and considered approach and present persuasive counter-arguments
* Work towards mutually beneficial ‘win-win’ outcomes
* Show sensitivity and understanding in resolving acute and complex conflicts and differences
* Identify key stakeholders and gain their support in advance
* Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise
* Anticipate and minimise conflict within the organisation and with external stakeholders
 | Advanced |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes
* Make sure staff understand expected goals and acknowledge staff success in achieving these
* Identify resource needs and ensure goals are achieved within set budgets and deadlines
* Use business data to evaluate outcomes and inform continuous improvement
* Identify priorities that need to change and ensure the allocation of resources meets new business needs
* Ensure that the financial implications of changed priorities are explicit and budgeted for
 | Adept |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
* Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
* Take account of the wider business context when considering options to resolve issues
* Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
* Implement systems and processes that are underpinned by high- quality research and analysis
* Look for opportunities to design innovative solutions to meet user needs and service demands
* Evaluate the performance and effectiveness of services, policies and programs against clear criteria
 | Advanced |
| Results logo | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Understand the links between the business unit, organisation and the whole-of-government agenda
* Ensure business plan goals are clear and appropriate and include contingency provisions
* Monitor the progress of initiatives and make necessary adjustments
* Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately
* Consider the implications of a wide range of complex issues and shift business priorities when necessary
* Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning
 | Advanced |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Champion the use of innovative technologies in the workplace
* Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies
* Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes
* Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies
 | Advanced |
| People Management logo | **Optimise Business Outcomes**Manage people and resources effectively to achieve public value | * Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives
* Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning
* When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences
* Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context
* Monitor performance against standards and take timely corrective actions
* Keep others informed about progress and performance outcomes
 | Adept |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Advanced |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Advanced |
| Work Collaboratively | Collaborate with others and value their contribution | Advanced |
| Results logo |  |  |  |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers logo | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Adept |
|  Procurement and Contract Management |  Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Adept |
|  |  |  |
| People Management logo | Manage and Develop People | Engage and motivate staff, and develop capability and potential in others | Adept |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Adept |