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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Shared Services and Customer Experience |
| **Location** | Parramatta/Liverpool/Goulburn |
| **Classification/Grade/Band** | Clerk Grade 3/4 |
| **Role Number** | TBC |
| **ANZSCO Code** | 551111 |
| **PCAT Code** | 1223792 |
| **Date of Approval** | 18 December 2019 | **Ref: CJSS 047** |
| **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 under the Stronger Communities Cluster. 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. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

# Primary purpose of the role

# Provide finance services in line with procedures and customer experience principles in all interactions to ensure the finance system is accurate and up to date and to meet Service Partnership Agreements (SPAs).

#

# Key accountabilities

* Provide quality services, support and advice on finance services using knowledge base to create a positive customer experience.
* Follow agreed processes to maintain data within the finance system ensuring changes are authorised within Department delegations, ensuring data timeliness, accuracy and compliance.
* Maintain knowledge of and interpret financial payments, legislation, policies and procedures. Complete manual calculations and adjustments to ensure the integrity of all finance transactions.
* Undertake day to day processing and customer service requests, electronic and manual processing, recording of journals, expenses and revenue in an accurate / timely manner in accordance with legislative, audit and department requirements. Escalate any complex matters or unresolved enquiries to Senior Finance Officer or Team Leader to ensure SPAs are met.
* Escalate any complex matters or unresolved enquiries to Senior Finance Officer to ensure SPAs are met.
* Maintain the integrity of vendor and customer master data to ensure data meets any policy and procedural needs of the business and the Department generally

# Key challenges

* Maintaining the accuracy, integrity and quality of account / finance data.
* Providing timely service on a consistent basis in a high volume, busy environment.
* Maintaining a working knowledge of legislative, policy and procedure changes to ensure the provision of current, accurate and relevant information.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Finance Officer  | Receive work and guidance, provide advice and exchange information |
| Communities and Justice Shared Services | Exchange information and collaborate on joint programs and projects to achieve service levels and business outcomes |
| Work Team | Participate in meetings to represent work group perspective and share informationSupport team, work collaboratively to contribute to achieving the team’s business outcomes.  |
| Clients & stakeholders | Provide advice and information on finance transactions or services.  |
| **External** |  |
| Clients / Customers | Resolve and provide solutions to issues with a customer centric approach meeting SPAs. |

# Role dimensions

## Decision making

The role

* Works under supervision to set priorities and approach to workload and outputs as allocated by management.
* Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
* Ensures a course of action is suitable, referring where required to management or senior staff in the absence of complete information or where expert advice is required.

Refer to the financial and/ or administrative delegations for this role.

## Reporting line

The role reports to the Senior Service Officer Finance/ Team Leader

## Direct reports

## Nil

## Budget/Expenditure

## Nil

# 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 | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way
* Support a culture of integrity and professionalism
* Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
* Recognise and report misconduct and illegal and inappropriate behaviour
* Report and manage apparent conflicts of interest and encourage others to do so
 | Intermediate |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Focus on key points and speak in plain English
* Clearly explain and present ideas and arguments
* Listen to others to gain an understanding and ask appropriate, respectful questions
* Promote the use of inclusive language and assist others to adjust where necessary
* Monitor own and others’ non-verbal cues and adapt where necessary
* Write and prepare material that is well structured and easy to follow
* Communicate routine technical information clearly
 | Intermediate |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Focus on providing a positive customer experience
* Support a customer-focused culture in the organisation
* Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
* Identify and respond quickly to customer needs
* Consider customer service requirements and develop solutions to meet needs
* Resolve complex customer issues and needs
* Cooperate across work areas to improve outcomes for customers
 | Intermediate |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity
* Research and analyse information to make recommendations based on relevant evidence
* Identify issues that may hinder the completion of tasks and find appropriate solutions
* Be willing to seek input from others and share own ideas to achieve best outcomes
* Generate ideas and identify ways to improve systems and processes to meet user needs
 | Intermediate |
| Business Enablers logo | **Finance**Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand that government services budgets are limited and must only be used for intended purposes
* Appreciate the importance of accuracy and completeness in estimating costs and calculating and recording financial information
* Be aware of financial delegation principles and processes
* Understand basic compliance obligations related to using resources and recording financial transactions
 | Foundational  |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
* Use available technology to improve individual performance and effectiveness
* Make effective use of records, information and knowledge management functions and systems
* Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
 | Intermediate |

# 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 |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Foundational |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| Business Enablers logo |  |  |  |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |