

Role Description

Manager, Reconstruction Claims and Payments



Cluster	Premier's Department
Agency	NSW Reconstruction Authority
Division/Branch/Unit	Finance Funding & Operations / Funding Arrangements
Role number	Various
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	132211
PCAT Code	1223192
Date of Approval	To be confirmed
Agency Website	https://www.nsw.gov.au/departments-and-agencies/nsw-reconstruction-authority

Agency overview

The NSW Reconstruction Authority (RA) is an executive agency of the Premier's Department. The RA will improve how NSW plans for disasters and help communities to recover from them faster.

To reduce the severity and impacts of disasters, the RA will complete critical planning and preparation with communities, businesses, and government. When disaster does strike, we will get recovery started swiftly and coordinate reconstruction efforts across agencies, communities, and other stakeholders.

Primary purpose of the role

The Manager Reconstruction Claims and Payments administers the Disaster Recovery Funding Arrangements (DRFA) for infrastructure reconstruction activity and is responsible for providing strong governance, processes, advice and financial systems that facilitate NSW Government delivery partners to deliver fast and effective funding to NSW communities impacted by disaster, whilst ensuring compliance with eligibility requirements and maximising state outcomes. The role is responsible for managing payments, claims, assurance and reporting requirements for a range of reconstruction programs including (but not limited to) the NSW Natural Disaster Essential Public Asset Restoration Guidelines, and Category C & D programs related to betterment, community assets and clean-up.

Key accountabilities

- Proactively support the implementation of the DRFA management framework to ensure best practice disaster recovery funding management for NSW for responsible program.
- Manage and maintain a robust financial and reporting system including governance controls to ensure the accurate and timely recording of allocations and expenditure under DRFA and non-DRFA funded reconstruction programs and provide information for monthly, quarterly and yearly forecasting and reporting.
- Support the delivery of reconstruction programs by processing claims, including reviewing claims from delivery agencies (including local councils) and associated documentation for compliance with funding conditions, guidelines, frameworks and the DRFA.

- Support internal and external audit and assurance processes by preparing documentation for submission to state or commonwealth audit or assurance, maintaining strong evidence of expenditure and adherence to relevant frameworks and guidelines, and collating evidence to demonstrate compliance.
- Identify, escalate and resolve emerging risks and issues whilst supporting performance of DRFA reconstruction measures.
- Liaise with stakeholders and disseminate information to ensure expectations under the DRFA and relevant guidelines and frameworks are clearly understood.
- Design and implement claims and assurance processes, including implementing payment management systems to ensure adherence to payment timeframes and Commonwealth reimbursement benchmarks.
- Manage strategic projects to develop ideas, standards, systems and protocols to facilitate the achievement of agreed outcomes.

Key challenges

- Gain the buy in and support of multiple stakeholders, balancing conflicting needs and interests and concurrent competing demands, in a high pressure and high-volume work environment with tight deadlines
- Develop and manage a portfolio of DRFA and non-DRFA functions, delivery partners and programs in a multifaceted, dynamic and politically sensitive environment

Key relationships

Who	Why
Internal	
Director	• Receive advice and report on progress towards business objectives and discuss future directions. • Provide expert advice and contribute to decisive decision making and identify emerging issues/risks and their implications and propose solutions.
Work Team	• Inspire and motivate, provide leadership and support • Set overall performance expectations and oversight of the implementation of effective performance management frameworks and processes
Divisional staff/Project teams	• Champion best practice financial strategies, programs and outcomes by developing and maintaining effective working relationships and open channels of communication. • Facilitate the exchange of ideas and information to foster a culture of continuous improvement, achievement and resilience. • Influence outcomes through collaboration when there are conflicting interests and opinions.
External	
Government and public sector (Local Governments/NSW Treasury)	• Ensure that the Authority's strategic service delivery outcomes are advanced by maintaining effective, collaborative relationships and partnerships with other NSW Government stakeholders • Share information and learnings to continuously improve public sector performance

Who	Why
	Liaise and keep informed of Government central decisions and seek information to incorporate into Agency operations
Non-government, industry and community sectors	Work collaboratively and foster strong relationships to facilitate the exchange of information, achievement of joint priorities and promote the Authority as an enabling agency
Vendors/Service Providers	- Engage service delivery in accordance with contractual arrangements - Consult, give and obtain information, negotiate required outcomes and timeframes and develop and maintain ongoing working relationships and networks.

Role dimensions

Decision making

- Carries a high level of autonomy in setting own priorities, and those of any staff supervised, in alignment with management.
- Approves payments in accordance with program delegations
- Ensures recommendations are based on sound evidence, but at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to internal stakeholders across the Agency and externally.
- Maintains independence to develop a suitable approach in managing a unit/team, allocating resources, determining the conceptual framework towards projects and development of strategic plans.
- Has a high level of responsibility for determining appropriate unit/team actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of unit/team-work.

Reporting line

Director, Funding Arrangements

Direct reports

5-9 direct reports Budget/Expenditure

- Financial Delegation: As per agency financial delegations.
- Administrative Delegation: As per agency delegations' manual.

Key knowledge and experience

- Substantial experience of managing programs, funding allocations and financial systems in a complex multifaceted sensitive environment.
- Understanding of bi-lateral funding arrangements in general and the Disaster Recovery Funding Arrangements in particular are desirable.

Essential requirements

- Tertiary qualification in accounting, finance or a related field and CPA/CA qualified or equivalent funding program management experience.

Capabilities for the role

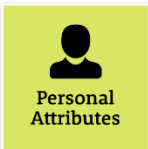
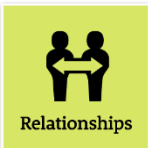
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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

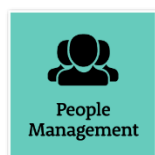
Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback and advice Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately Raise and work through challenging issues and seek alternatives Remain composed and calm under pressure and in challenging situations	Adept
 Relationships	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
	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	Advanced

		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	
	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
	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
	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound Assess relative cost benefits of various purchasing options Promote the role of sound financial management and its impact on organisational effectiveness Obtain specialist financial advice when reviewing and evaluating finance systems and processes Respond to financial and risk management audit outcomes, addressing areas of non-compliance in a timely manner	Advanced
	Project Management Understand and apply effective	Prepare and review project scope and business cases for projects with multiple interdependencies	Advanced

planning, coordination and control methods	Access key subject-matter experts' knowledge to inform project plans and directions Design and implement effective stakeholder engagement and communications strategies for all project stages Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning Develop effective strategies to remedy variances from project plans and minimise impact Manage transitions between project stages and ensure that changes are consistent with organisational goals Participate in governance processes such as project steering groups
--	--



Optimise Business Outcomes Manage people and resources effectively to achieve public value	Develop team and unit plans that consider team capabilities and strengths Plan and monitor resource allocation effectively to achieve team and unit objectives When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences Ensure that team members work with a good understanding of business principles as they apply to the public sector context Participate in wider organisational workforce planning to ensure that capable resources are available	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 are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability Name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	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
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Advanced

	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	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	Intermediate