

POSITION DESCRIPTION

FINANCE OFFICER – SYSTEMS AND TRANSACTIONS SUPPORT

BRANCH/UNIT	Financial Control and Treasury		
TEAM	Systems and Transactional Services		
LOCATION	Various		
CLASSIFICATION/GRADE/BAND	TWL4		
POSITION NO.	TBA		
ANZSCO CODE	551111	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Finance Officer, Systems and Transactions Support is responsible for actioning customer finance and systems enquiries and transactions to provide effective and efficient systems and transactional support services to TAFE NSW.

3. KEY ACCOUNTABILITIES

1. Provide first line finance service to respond to enquiries on accounts payable, accounts receivable, expense and travel to effectively meet the requirements of internal customers in TAFE NSW
2. Escalate technical or complex enquiries to the appropriate financial or system support staff to provide resolution to customer issues
3. Provide standard service level reporting to support the Senior Manager, Systems and Transactions
4. Ensure control weaknesses relating to Finance transactions are identified and referred to the Finance Service Support Coordinator to ensure they are addressed
5. Implement processes to ensure compliance with procedures, legislative requirements, accounting standards and governance guidelines
6. Actively contribute to continuous improvement initiatives and assess new technical solutions to improve service and process efficiency and maintain an effective and efficient, user friendly customer focused team
7. Provide assistance and advice to enhance the knowledge of TAFE NSW employees on basic finance transactional processes and procedures
8. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
9. Place the customer at the centre of all decision making.
10. Work with the Line Manager to develop and review meaningful performance management and development plans

4. KEY CHALLENGES

- Providing responsive financial and transactional service within a tight timeframe
- Effectively dealing with challenging and demanding customers who have limited knowledge of financial policies and procedures

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Manager – Systems and Transactions Support	<ul style="list-style-type: none"> • Receive leadership and direction
Finance Service Senior Officers and Systems Specialists	<ul style="list-style-type: none"> • Escalate complex and technical finance and systems customer enquiries
All TAFE NSW staff	<ul style="list-style-type: none"> • Provide advice and service
ICT	<ul style="list-style-type: none"> • Receive advice and service

6. POSITION DIMENSIONS

Reporting Line: Manager – Systems and Transactions Support

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: Nil

Budget/Expenditure: Nil

Decision Making:

- Makes decisions that may have a minor impact externally within defined parameters and based on sound subject matter knowledge and professional judgment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Certificate IV in relevant discipline or equivalent knowledge, skills and experience
2. Working knowledge and understanding of financial accounting and reporting systems
3. Ability to address and meet focus capabilities as stated in the Position Description.




8. CAPABILITIES


NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan And Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational

	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

OCCUPATION/PROFESSION SPECIFIC CAPABILITIES FOR THE POSITION

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Level 1 → Level 2 → Level 3 → Level 4 → Level 5

CAPABILITY	DEFINITION	LEVEL
Finance Business Partnering	Partner with key stakeholders and provide expert professional advice, coaching and consulting to enable the effective alignment of financial management strategies and organisational objectives	Level 1

FOCUS CAPABILITIES

The focus capabilities for the Finance Officer, Systems and Transactions Support are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations
Personal Attributes Act with Integrity	Foundational	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role Speak out against misconduct, illegal and inappropriate behaviour Report apparent conflicts of interest
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Results Plan and Prioritise	Foundational	<ul style="list-style-type: none"> • Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies