



Job Description

Our vision is “***Human Potential, Realised***”.

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

Role: Financial Controller

Reporting: The role reports to the Chief Financial Officer (CFO)

Objective:

The key objectives of the role are to:

1. Lead the finance team to deliver high quality finance support services that add value to the business.
2. Design and deliver high quality finance reporting that includes analysis, recommendations and key highlights to support better decision making for the Board and Civic’s leaders.
3. Build financial compliance and controls in Finance and across the business.
4. Embed a customer and employee experience culture that delivers exceptional value around our services and delivers on our vision, mission, values and Our Mana.

Duties and responsibilities:

1. Work with the finance team, CFO, senior leadership team and business leaders to evaluate, design and deliver effective finance support services to the business that meet customer needs, audit and compliance requirements, and are underpinned by a risk management approach.
2. Support the CFO with the development of, and preparation for, key financial deliverables such as annual budgets, audits, and Board and Board Committee deliverables.
3. Manage day to day finance operations including payables, receivables, payroll, management accounting, reporting and procurement.
4. Embed effective and sustainable practices throughout finance operations. Manage quality, client, people, operational, resource, financial and risk outcomes relating to finance.
5. Design and implement quality and audit control measures against service, funding, legislative and compliance objectives. Identify gaps and work with the team to build capability and/or improve outcomes. Refer to the CFO when gaps are identified.
6. Embed Civic’s mission, vision, values and Our Mana in the way we work, creating a customer and employee experience-based culture that delivers exceptional value.



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7. Embed a high-performance culture across the finance team by establishing clear expectations aligned to organisational and service goals and priorities. Ensure each team member is accountable for their success.
8. Lead the finance team in a way that enhances the employee experience. Set clear expectations, communicate to hear, develop talent, build capability, provide feedback, and demonstrate empathy.
9. Build and maintain a community and local industry profile and network. Be a brand ambassador for Civic and our services.
10. Manage relationships and issues with suppliers, government agencies, clients and families and other key stakeholders.
11. Support senior members of the team to understand and resolve complex concerns, complaints or where there may be complicating factors or senior support is needed. Manage end to end when required and escalate to the CFO as appropriate.
12. Coordinate regular communication channels with the team to make sure information is shared and understood. Advocate for your team, clients and service as needed.
13. Ensure compliance with internal and external standards including accreditation standards, food safety, and/or guidelines, work health & safety standards and contract compliance.
14. Identify, monitor, report and mitigate operational risks, incidents and complaints/feedback. Manage and/or escalate issues and risks in line with critical incident and risk management requirements, as appropriate.
15. Champion and effectively manage the implementation of change initiatives. Work with teams to embed and normalise the new.
16. Monitor, analyse and report against operational performance, identify trends and potential areas of concern, and identify potential solutions to achieve organisational targets.

Essential Criteria

- Degree (or equivalent) in finance, accounting, or similar.
- CA or CPA (or equivalent) would be a huge advantage.
- Experience leading a team and creating the structures to deliver high quality finance support services with a strong customer experience focus that meets business objectives.
- A love of all things finance and accounting. Numbers, budgets, spreadsheets, P&Ls, reconciliations. If you're excited right now it might be a sign.
- Experience, evaluating, developing and implementing finance processes, structures, tools and reporting that are simple, effective and easy to use and understand.
- A partnership and coaching approach when working with leaders, employees, and others to improve outcomes and build financial capability.
- Experience in, or an understanding of, community health, age care and/or disability services would be a huge advantage.
- The ability to translate sometimes complex concepts, policy and legislative requirements into a language and format that others can understand and use.



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- The ability to form working relationships based on trust and respect, where internal customers see the value of the services you provide.
- A passion for working with people with a disability, leaders, employees and others, to find innovative and practical solutions that allow people to realise their human potential.
- An understanding of the National Disability Insurance Scheme would be an advantage.