

ENVIRONMENT SOUTHLAND

Team Leader Finance Operations

Role description

About us

Our mission

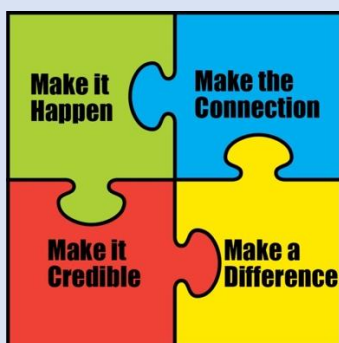
Working with the community to enhance Southland's environment.

Our vision:

A thriving Southland (Te taurikura o Murihiku)

Our values:

Here at ES, we -



Role purpose

The purpose of the **Team Leader Finance Operations** role is to lead a team focused on providing excellence in financial operations and advice by ensuring efficient and effective delivery of finance activities with a customer centric focus.

Emphasis is on:

- Ensuring activities and projects within the team align with strategy and financial and business performance.
- Rates, billing and payments.
- Payroll.
- Increasing the effectiveness and efficiency of the delivery of Council services.
- Building a strong culture of high performance.

This role will be subject to a Ministry of Justice Credit Check.

About your role

Grade: 18

Pathway: L6

Group/Division: Corporate Services / Finance, Property & Fleet Team

Reports to: Finance, Property & Fleet Manager

Who you will be working with

Direct reports:

- Payroll and Payables Officer
- Senior Revenue Officer
- Senior Debt Officer
- Revenue Officer
- Finance Officer

Indirect reports:

- Nil

Key stakeholders

External:

- Consultants and advisors
- Council's auditors
- LGFA and funding agencies
- QV Valuation
- Ratepayers, landowners and public
- Iwi
- Government agencies

Internal:

- Chief Executive and General Managers
- Budget holders
- Finance team
- Other Council staff

Delegations

In line with the Environment Southland Delegations Manual

Your leadership profile – Team Leader

*Your crucial challenge as a **Team Leader** is learning to achieve effectively through others, rather than doing the work yourself. The key to your success will be to look after your team while ensuring that things get done. At the same time, it will become increasingly important for you to lift your communication and influencing skills, while getting comfortable with making decisions in the face of complexity and ambiguity.*

*To be an effective **Team Leader**:*

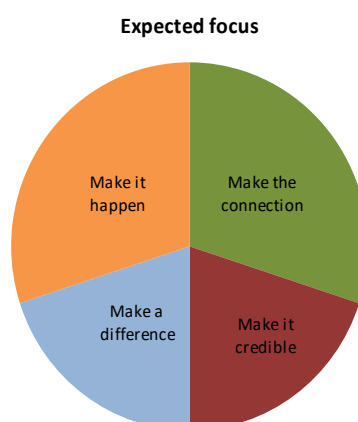
Make the Connection – Empower people by delegating responsibility, build a collaborative team, and help your team to understand and meet customer needs.

Make it Happen – Set clear expectations for your team, support their development, mentor, maintain oversight, hold people to account, and prioritise your time more deliberately (stepping back from the detail).

Make a Difference – Align your team's work with our organisational strategy, help your team to understand our vision, and remember to seek information, ideas, and alternative perspectives from others.

Make it Credible – Take a more deliberate approach to influencing others, navigating politics, and projecting yourself as a confident leader.

While all elements of the Environment Southland Leadership Competency Framework are important, as a **Team Leader**, you will have a stronger focus on Make it Happen and Make the Connection.



Your accountabilities

Finance Operations leadership	• Ensure that Council's finance operations activities are well planned, delivered efficiently and effectively, in line with good practice and legislative requirements • Lead the Finance Operations team ensuring the successful completion of the roles and functions within the team, including but not limited to the following:
People Leadership (management of others)	• Maintain a high standard of support and proactively assess team resources and/or reallocate workloads as necessary. • Ensure all direct reports have clear performance goals and measures that are aligned with Council's strategic goals and meet regularly (minimum once a month 1:1) to discuss and review progress • Take an active responsibility for the recruitment, induction and ongoing socialisation of new members to the team. • Identify opportunities and support direct reports with on-going development (use the Development guide for people leaders). • Embrace Leader as Coach communication style. (ASK approach, rather than TELL approach).
Support team delivery	• Ensure all direct reports have clear programmes of work for their area of responsibility, and that activities are prioritised and delivered to a good standard on time. • Ensure all direct reports have the capacity and capability needed to deliver their work, and the tools needed to work efficiently and effectively. • Maintain a high standard of support and proactively assess and/or reallocate workloads as necessary
Reporting, Planning & budgeting	• Preparation of accurate and timely monthly/quarterly Debt reports • Ensure accurate and timely presentation of Council Controlled Organisation reports • Timely input and support as required, is provided to Annual plans, Long Term Plans, Annual Reports and all other reporting • Support the Corporate Reporting Team as required • Respond to auditors' queries as required • Team budgets are prepared, managed and reported on as required
Risk & Assurance	• Prepare the annual insurance renewal documentation along with associated reports and recommendations for Executive and Council (through the relevant Committee) • Annual review of financial operations policies with regard to statutory obligations • Oversee financial and rating LGOIMAs • Develop a risk-based thinking approach through the team ensuring all standard operating procedures have considered risk mitigations
Treasury management	• Contribute to the development of financial strategies that will provide short- and long-term financial stability for the organisation and ensure value for money return to the ratepayer
Rates	• Oversee the rating process including the setting, invoicing and collection of rates ensuring compliance with the Rating Act • Ensure maintenance of rates database in conjunction with Territorial Authorities and QV • Maintain knowledge of rates legislation and requirements • Responsibility and ownership of the modelling and calculation of rates to support the Annual Plan and LTP budgets

Revenue & Debt collection	• Oversee the invoicing and collection of other (non-rates) revenue • Responsibility for the creation of the Annual Fees and Charges schedule and the associated invoicing • Modelling of revenue streams to ensure cost recovery policies are being achieved • Leading the finance team involvement with new generation IRIS system • Oversee revenue receipting, allocations and bank reconciliations • Continually review Council's revenue setting and collection processes and ensure improvements are made as appropriate • Ensure debt collection procedures and processes are up to date and are working effectively and efficiently
Purchase orders / payables	• Oversee the management of the purchase and payables systems ensuring all obligations are met, accurate and payments made on time • Lead the on-going development and streamlining of processes in all areas of the purchasing system to deliver better outcomes • Work with all participants in the purchase and payables system to improve the timeliness of processing and ensure a prompt end of month cut off for reporting
Payroll and TimeFiler	• Oversee payroll and payroll reporting, supporting the payroll officer to ensure continuation of excellent service to our teams • Review software with a view to developing improved reporting capabilities • Ensure People leaders have access to payroll reports as required
Compliance	• Ensure the integrity of financial information and systems and that all transactions and reports comply with Council policy and legislative requirements including all data privacy requirements • Support internal audits or other similar processes • Ensure the timely and accurate completion and filing of all Inland Revenue obligations
System improvements	• Actively assess, evaluate and implement process improvements within the team including technological advancements to ensure best practice • Regularly review processes and lead the implementation of changes to improve efficiency and accuracy • Mitigate risk through developing effective business process, internal controls and appropriate risk mitigation strategies
Business continuity	• Create and maintain Business continuity plans for the Financial Operations Team
Strategy and vision	• Support the implementation and delivery of Council's strategy
Project management	• Support and participate in projects which may be financial, transformational, strategic and/or leadership focused. • Monitor progress against commitments and report regularly to manager. • Application in line with Council's corporate project management systems and processes.
Finance (budgets)	• Consider expenditure in terms of cost and effective use of resources. • Approve operational expenditure (within delegated authority).
Continuous improvement	• Continually monitor, promote and implement opportunities to improve service delivery and business process. • Show flexibility, adaptability and a willingness to change and are open to feedback as an opportunity to improve. • Support manager to ensure the effective and efficient delivery of team operational activities that meet and/or exceed performance objectives.
Stakeholder relationships /	• Develop strong and effective relationships with internal and external stakeholders. • Through strong relationships and influence, support organisational change to new ways of working.

customer service	• Promote a ‘customer first’ culture by identifying and giving priority to meet the needs of the customer. • Understand situations from the customer’s perspective. • Effectively balances the conflicting demands of various customers.
Other duties	• Any other duties as may be required from time to time.

Your health, safety and wellbeing

- Provide visible leadership i.e. Walk the Talk on:
 - How to work safely and take responsibility for keeping self, colleagues, contractors and customers free from harm
 - Report all incidents, near-misses, hazards and accidents promptly
 - Know what to do in the event of an emergency
- Assist manager and health, safety and wellbeing rep with carrying out investigations following reported incidents.
- Prepare and deliver team-specific health, safety and wellbeing induction for new or transferred employees.
- Participate in safety and wellbeing initiative and programmes as required.
- Attend required health and safety training and induction sessions.

Working with Māori

- Engage with iwi in a way that demonstrates understanding of the nature of the relationship between iwi and Council as reflected in the principles of Te Tiriti o Waitangi and Council’s values, policies and practice.
- Communicate and engage with mana whenua and mataawaka, demonstrating an understanding of tikanga, and on the basis of informed understanding of issues of significance to Māori throughout Murihiku.

Your civil defence and emergency response responsibilities

All staff of Environment Southland may be required to undertake Civil Defence or Biosecurity duties in the event of an emergency. Training will be given as appropriate.

- Fulfil allocated Civil Defence and emergency response roles, as assigned.
- Manage or assist with other emergency responses that are required.
- Participate in Civil Defence and emergency response initiatives and programmes as required.
- As a leader, ensure staff attend and participate in exercises and training courses in preparation for effective response.

Confidentiality, privacy and recordkeeping

All staff of Environment Southland are required to collect, retain, and maintain sensitive, confidential and personal information. Training will be given as appropriate to:

- Manage all information with care and respect in accordance with the Public Records Act 2005, Privacy Act 2020, Local Government Official Information and Meetings Act 1987 and all other relevant Local Government legislation.
- Retain information, regardless of format, e.g. records and data in official organisational systems.
- Ensure no sensitive, confidential, or personal information is inappropriately shared internally or externally without the appropriate approval.
- Report a privacy breach to the organisational Privacy Officer if a situation should occur.

Your experience, knowledge and qualifications

Knowledge/Experience

- Demonstrated knowledge to fulfill requirements of the key accountabilities specified for this position.
- At least five years practical experience in financial management preferably within Local Government
- Proven leadership skills with demonstrated ability to articulate the vision and take people on a change journey
- Project management experience
- Proven experience working to solve complex problems with long term solutions
- Experience of change processes involving technology, process and behaviour
- Strong systems skills including Excel and the ability to manipulate and manage databases
- Rates and revenue experience preferable but not essential
- Understanding of debt collection processes and legislation
- Highly accurate and keen eye for detail.

Attributes

- Ability to inspire, motivate, guide and coach teams from engagement to development.
- Outstanding communication and relationship building skills with experience of developing credibility with senior managers
- Honesty, integrity and commitment to preserving confidentiality, i.e. can be trusted with confidential information.
- Ability to exercise sound judgment and initiative.

Performance Review

We have a Professional Development Programme (PDP) that is the basis for performance assessment at all levels of the organisation. There is at least one formal meeting, annually, between the team member and their people leader, along with a six-month review and regular monthly catch-ups.

Acknowledgement

I _____ have received a copy of the job description and have read and understand the duties and responsibilities and key relationships described therein.

Signature _____

Date _____