



Position Description

Title:	Manager Business Services & Finance
Classification:	Social, Community, Home Care and Disability Services Industry Award. Services, (Level 6-7 dependent upon experience and qualifications of successful applicant).
Term:	18-month fixed term contract with view to permanency
EFT:	Flexible 0.8 FTE – 1.0 FTE, <i>to be negotiated with preferred candidate</i>
Location:	26-28 Tarwin Street, Morwell, 3840. Travel across Gippsland may be required on occasion. <i>We support hybrid arrangements, subject to operational requirements.</i>

REPORTING STRUCTURE

Reports to: Chief Executive Officer

Direct reports: Coordinator Business Services, Finance and Marketing Officer, Finance and Payroll Officer

Indirect reports: Reception/Admin; Office Cleaner

Dotted line reporting: Reporting Lead

This position forms part of the organisational leadership team alongside the CEO, Manager Service Delivery and Risk & Governance Lead, contributing to strategic planning, operational oversight, organisational development and continuous improvement initiatives.

ORGANISATIONAL CONTEXT

Gippsland Multicultural Services (GMS) is a community-based organisation that provides a range of support services to migrant, refugee and culturally and linguistically diverse community members across Gippsland. The service employs a workforce of approximately 45 staff encompassing administration, program coordination, direct support workers and volunteers. Our team offers a friendly, inclusive work environment. Our workforce is Gippsland based and as such we provide local knowledge, local people, and local care, in our client's language.

Gippsland Multicultural Services provides services to approximately 200 clients, through Aged, Disability and Settlement and Engagement services, across the Gippsland community. We work alongside, and in partnership with many agencies and their respective stakeholders to ensure the needs of clients accessing services are met. Key to the organisation's strategic direction is the ability to promote GMS services and ensure GMS has a strong presence within the Gippsland community.

Vision

An inclusive, connected and multicultural Gippsland.

**Mission**

To empower and advocate for Gippsland's multicultural communities through support and service delivery.

Values

Integrity – We are committed to honesty and strong ethical standards

Compassion – We listen and respond with kindness to the needs of individuals

Respectful – We show consideration and respect for all people

Cultural Sensitivity – We appreciate and celebrate cultural differences

Reliability – We are dependable and trustworthy in our actions

PURPOSE OF POSITION

The Manager Business Services & Finance provides leadership across finance, reporting, business services and organisational systems.

The role supports the organisation's financial sustainability, operational effectiveness and systems maturity during a period of growth and sector reform.

Working closely with the CEO and leadership team, the role contributes practical financial insight, operational oversight and continuous improvement to strengthen organisational capability and performance.

A key focus of the role is translating financial and operational information into meaningful, practical insight that supports accountability, informed decision-making, organisational sustainability, and the effective implementation of budgets and financial priorities.

POSITION OVERVIEW**Key qualities:**

- Strategic and practical thinker
- Strong financial and analytical capability
- Collaborative and supportive leadership style
- Ability to balance strategic thinking with operational detail
- Ability to communicate complex information clearly and respectfully
- Strong organisational and prioritisation skills
- Reliable
- Commitment to accountability, teamwork and shared problem-solving
- Ability to interpret and apply data to inform service delivery
- Respect for self and others
- Strong self-leadership (Self-awareness and emotional intelligence)

- Integrity (*consistency between words and actions, moral courage reliability and trustworthiness*)
- Commitment to working within a community-based organisation that supports culturally and linguistically diverse communities

Key Responsibilities and Duties

1. Financial Leadership

- Lead organisational budgeting, forecasting, financial monitoring and internal budget management processes
- Support long-term financial sustainability planning, including identification of emerging risks and opportunities
- Provide leadership, oversight and mentoring to the Payroll Officer and Finance Officer to support accurate, compliant and effective finance operations, and to build capability, confidence and continuous improvement
- Oversee payroll and finance administration processes, ensuring accuracy, compliance and timely reporting
- Work confidently with systems including QuickBooks, Employment Hero and Portable Long Service Leave requirements
- Liaise with external accounting partners in relation to BAS and other specialist compliance functions, including where these functions are outsourced

2. Reporting and Operational Oversight

- Prepare monthly financial reports, acquittals, cash flow forecasts and decision-support information for the CEO, leadership team and Board
- Provide oversight and support across reporting and operational functions to strengthen accountability, workflow and decision-making
- Mentor and support the Business Services Coordinator and Reporting Lead to build capability, confidence and continuous improvement
- Support managers, coordinators and relevant staff to strengthen financial literacy, reporting capability and ownership of organisational information
- Contribute to organisational planning and performance monitoring processes
- Support the development and continuous improvement of reporting systems and operational processes

3. Business Services and Systems Improvement

- Provide oversight and leadership across business services and administration functions
- Support implementation and continuous improvement of organisational systems and operational processes
- Provide oversight to the Business Services Coordinator in relation to facilities, fleet, asset management, HR compliance and operational infrastructure functions

- Support effective organisational systems for technology, equipment and business service operations in collaboration with staff and external providers where required
- Identify opportunities to improve organisational efficiency, workflow and operational consistency
- Work collaboratively with the Risk & Governance Lead to strengthen organisational systems, compliance and reporting practices

4. Leadership and Team Support

- Provide leadership and supervision to direct reports
- Foster a positive, collaborative and culturally safe workplace culture
- Support mentoring, capability development and confidence-building across finance and business services functions
- Encourage reflective practice, accountability and continuous improvement

5. Strategic Growth and Organisational Contribution

- Contribute to organisational growth and sustainability initiatives
- Support innovation and diversification opportunities where relevant
- Participate actively in leadership meetings and organisational planning
- Model organisational values and respectful communication practices

6. Supervision and Professional Development

- Participate actively in formal supervision and reflective practice processes
- Engage constructively with feedback and contribute to a culture of continuous learning and professional growth
- Attend relevant internal and external training, professional development and networking opportunities
- Maintain contemporary knowledge relevant to the role, including sector reforms, operational practices and leadership capability development
- Contribute to shared learning and leadership development across the organisation

7. Accountability

- Comply with funding agreements, relevant legislation, program standards, organisational policies and procedures
- Support the CEO in preparation of reports for the Board, funding bodies and organisational stakeholders
- Maintain accurate, timely and professional financial, operational and organisational records
- Contribute to organisational planning, reporting, audit and continuous improvement requirements
- Model professional conduct, accountability and respectful workplace practices
- Uphold principles of privacy, safety, inclusion and cultural respect in all aspects of work

NOTE: Statements in this position description are intended to reflect general responsibilities and are not exhaustive. Other duties may be required as part of this role.

QUALIFICATIONS / EXPERIENCE

Applicants must demonstrate:

- Tertiary qualification in Accounting, Commerce or Finance
- Experience in financial management, budgeting and reporting
- Ability to communicate financial information clearly to non-financial stakeholders
- Experience supervising, mentoring and supporting staff and/or coordinating operational functions
- Working knowledge of QuickBooks, Employment Hero and payroll compliance requirements, including Portable Long Service Leave
- Strong organisational, analytical and communication skills
- Current driver licence
- Eligibility to work in Australia

Successful applicants will also require:

- NDIS Worker Screening Check and/or Police Check
- Working with Children Check

(can be obtained prior to commencement)

Desirable Experience

The following are highly regarded but not mandatory:

- CPA or CA qualification (or working toward)
- Understanding of employment-related compliance requirements, including interpretation of the SCHADS Award, is advantageous
- Experience in community services, aged care, disability or not-for-profit sectors
- Experience supporting organisational systems improvement or operational growth
- Understanding of governance, compliance or organisational risk processes
- Experience working within multicultural or community-based organisations

CONDITIONS OF EMPLOYMENT

- Conditions of employment are as per the Social, Community, Home Care and Disability Services Award 2010.
- Gippsland Multicultural Services is a Public Benevolent Institution and can offer its employees the option of salary sacrificing up to the specified limit in the present legislation.



GIPPSLAND MULTICULTURAL SERVICES

- Gippsland Multicultural Services will make available the use of a GMS vehicle wherever possible for work related travel. Some use of the employees own vehicle may be required at times and the employee will be reimbursed at the rate specified in the above award.
- All Gippsland Multicultural Services appointments are subject to a six-month probationary period.
- This position description will be an attachment to an employment contract between the employee and Gippsland Multicultural Services.

KEY SELECTION CRITERIA

Values, Knowledge, and Skills	
<i>Commitment to Diversity and inclusive work practices</i>	• A commitment to working within and promoting an inclusive working environment to people from both culturally diverse backgrounds, as well as other areas of diversity such as disability, gender, LGBTI status, Aboriginal and/or Torres Strait Islander or financially disadvantaged communities.
<i>Direct Staff Supervision</i>	• Experience supervising staff including recruitment, onboarding, training, supervision and performance development. • Ability to foster a supportive, collaborative and accountable team culture. • Understanding of industrial relations matters, award interpretation and employment-related compliance requirements appropriate to leadership responsibilities.
<i>Financial Management and Business Services</i>	• Demonstrated experience in financial management including budgeting, forecasting, financial reporting and monitoring. • Ability to interpret and communicate financial information clearly to non-financial stakeholders. • Experience supporting organisational operations, reporting systems and/or business services functions. • Experience supporting business services, operational systems and/or organisational infrastructure functions through leadership, coordination or oversight responsibilities. • Ability to support accountability, workflow improvement and operational consistency across teams and portfolios.
<i>Operational Systems and Organisational Improvement</i>	• Experience contributing to operational systems improvement, process development and organisational efficiency. • Ability to identify practical solutions within evolving or resource-constrained environments.

	• Understanding of the relationship between operational systems, accountability and organisational sustainability.
<i>Sector knowledge and context</i>	• Understanding of, or ability to quickly develop knowledge of, the community services sector ie. aged care, disability, settlement and multicultural service systems, including understanding of funding, compliance or reporting environments. • Understanding of the challenges and opportunities facing community organisations operating within changing sector environments.
<i>Interpersonal skills</i>	• Demonstrated ability to deal sensitively and diplomatically with a diverse range of individuals, staff and service providers. • Ability to navigate interpersonal challenges with professionalism, fairness and emotional intelligence. • Ability to relate to and communicate effectively with people from CALD backgrounds. • Supportive, respectful and collaborative approach to leadership and teamwork.
<i>Communication</i>	• Highly developed verbal communication skills demonstrated ability to write in a way that is clear, appropriate and readily understood by the target audience. • Ability to translate complex financial or operational information into practical insight for diverse stakeholders.
<i>Work practice</i>	• Excellent organisational and planning skills with strong attention to detail. • Ability to manage competing priorities and changing workloads effectively. • Ability to work independently while contributing positively within a team environment. • Commitment to reflective practice, continuous improvement and professional accountability.
<i>Demonstrated computer skills</i>	• Demonstrated ability to utilise Microsoft Office suite including spreadsheets, reporting and document preparation. • Experience using financial systems and accounting software, including QuickBooks. • Experience using CRM reporting platforms and/or organisational databases. • Demonstrated ability in use of email, calendars and digital workflow systems.

**Accessibility**

If you have sensory, communication, cognitive, cultural or physical access needs, please let us know so we can explore adjustments and supports in the recruitment process.

If You Don't Meet Every Criterion

Please still apply.

We value growth potential and reflective practitioners as much as prior experience.