

POSITION DESCRIPTION

ORGANISATION INFORMATION

Position title	Finance Operations Manager	Position type	Permanent ongoing Full time
Reports to	Financial Controller and Transformation Lead	Hours per week	38 (1.0 FTE)
Team	Finance; Business Performance & Optimisation	Award classification	SCHADS Level 4
Direct reports	Nil.	Budget	Supports: Finance
Date reviewed	July 2026	Out of Hours Working Requirement	Low

About Plan International Australia

Who we are. What we do.

We are the world's leading organisation dedicated to girls' equality.

We believe when we invest in girls, everything changes - their families, communities and entire nations rise. We tackle the root causes of inequality, support communities through crisis, and shift money, power and influence toward girls and the local organisations closest to them.

We are evolving. We are becoming a catalyst for change - mobilising evidence, influence and investment that strengthens those closest to the issues, rather than simply delivering programs ourselves. This is the world you will help us create.

What does it feel like to work here?

- You will get up each day knowing your work helps create justice and equality for girls.
- You'll feel part of a broader team - beyond just the people you work with every day - because we see that creating change for girls takes all of us, working as one interconnected organisation.
- You'll give and receive quality feedback and help build feedback loops across the organisation.
- You'll find strength in our diversity, inclusiveness and mutual respect.
- You're empowered to make decisions within your remit - consulting those with a stake, and escalating when high-risk or hard to reverse.

How you will bring your best to this role:

- You will demonstrate a deep commitment to equality, human rights and gender justice in all you do.
- You will challenge power dynamics and processes that are unjust.
- You will share power and seek out the strengths of colleagues, while holding clear accountability for your areas of responsibility. You will work beyond traditional team boundaries, enjoying collaboration and coaching over directing.
- You will embody self-awareness and the courage to be vulnerable.
- You will embrace using AI and technology responsibly and ethically to help us work smarter and deliver more for girls.
- You will look for ways to evolve our ways of working.
- You will demonstrate a deep commitment to child protection and safeguarding in all you do.

How this role contributes to the strategy

We know that investing in girls is the most powerful investment the world can make - when girls rise, their families, communities and nations rise with them. Our strategy turns this belief into action through a simple but powerful cycle: when we build the evidence and influence that makes the case for investing in girls, we attract the resources that fund real impact - and that impact strengthens our evidence and influence in turn. Each part reinforces the others, and every role plays a part.

This role contributes by keeping the day-to-day financial engine of the organisation running smoothly, accurately and efficiently. The Finance Operations Manager delivers the transactional finance work that underpins everything else - supplier payments, income processing, reconciliations, payroll oversight, and federation reporting - and progressively improves how this work is done through automation and appropriate outsourcing. Reliable, timely, accurate finance operations free the wider organisation to focus on impact.

Key responsibilities and accountabilities

Accounts Payable and Supplier Management

- Manage supplier onboarding, invoice processing, payments, staff reimbursements and corporate card administration, ensuring transactions are accurate and processed on time.
- Maintain supplier records and compliance requirements, including procurement classifications and anti-terrorism screening.
- Monitor supplier accounts and resolve payment or supplier issues proactively and professionally.
- Support the management of outsourced finance providers and assist in monitoring service quality, timeliness and performance.
- Progressively transition accounts payable work to outsourced providers where appropriate, and manage the ongoing relationship and performance of those providers.

Financial Operations and Reconciliations

- Process and reconcile fundraising income, ensuring CRM and NetSuite remain accurate and aligned, and transition this to an automated process.
- Prepare reconciliations, journals, accruals and prepayments as allocated, ensuring the integrity of financial records.
- Maintain accurate balance sheet reconciliations and investigate and resolve reconciling items promptly.
- Support month-end close activities by ensuring transactions are processed accurately and deadlines are met.

Global Hub and federation reporting

- Process monthly remittances to the Plan International Global Hub.
- Reconcile intercompany accounts with the Global Hub.
- Support FCTL with preparation and submit Global Hub reporting - monthly, year-end and budget/forecast.

Payroll support

- Support the Financial Controller and Transformation Lead's oversight of the outsourced payroll provider, ensuring accurate and timely processing.
- Support payroll queries and issues.
- Support payroll-related reconciliations, statutory obligations and reporting.
- Manage Portable Long Service Leave Authority and superannuation obligations and payments.

Compliance and financial integrity

- Maintain the integrity of financial data by ensuring the general ledger is accurate on a monthly basis.
- Ensure compliance with Plan International Global Hub and PIA policies - including Delegation, Procurement and Credit Card policies.

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- Support the annual financial audit, including preparation of statutory account inputs and related ACFID reporting.
- Contribute to accreditation and DFAT audits.
- Ensure regulatory obligations (e.g. GST, anti-terrorism screening) are met.

Continuous improvement

- Identify opportunities to automate, streamline or outsource finance operations activities, working with the Financial Controller.
- Support the implementation of new systems, workflows and outsourcing arrangements.

Connections

Our strategy depends on connected ways of working - integrating effort across teams. No single team delivers our ambition alone.

This role holds the following connections, each essential to delivering our strategy:

- **With the Financial Controller** - as the direct lead, delivering reliable operational finance and supporting continuous improvement
- **With the Finance Business Partner** - providing accurate, timely transactional data and reconciliations that feed reporting and analysis
- **With teams across the organisation** - supporting the application of finance policies (procurement, delegations, credit card, expenses) and providing responsive, user-focused service
- **With the Fundraising team** - on monthly income reconciliation between CRM and NetSuite
- **With the Technology, Data & AI function** - on automation opportunities and system integration
- **With Organisational Development & Culture Business Partner and Outsourced providers** - payroll and, over time, accounts payable and other operational finance services
- **With Plan International Global Hub** - on monthly remittances, reporting and intercompany reconciliation
- **With suppliers, banks and external partners** - as the primary operational finance contact

Ways of working

- Actively model connected, collaborative ways of working across teams.
- Hold and strengthen the key connections identified above.
- Share power and decision-making; seek out and build on the strengths of colleagues.
- Openness to using AI and new technology responsibly and ethically to further our mission by embracing tools that help us work smarter and deliver greater impact for girls.
- Model feminist leadership principles in behaviour and practice.
- Demonstrate commitment to shifting power and resources toward girls and local partners.

What you'll bring (key selection criteria)

Skills and experience

- Sound accounting skills, ideally backed by relevant qualifications, diploma or working toward CA/CPA.
- Solid understanding of accounts payable processes (supplier maintenance, purchase orders, three-way match).
- Experience in balance sheet reconciliations, journals, accruals and general ledger integrity.
- Experience overseeing or working with outsourced service providers (payroll and/or AP) an advantage.
- Experience with fundraising income reconciliation or CRM-ERP integration an advantage.
- Intermediate to advanced Excel; experience with NetSuite an advantage.
- Strong attention to detail and high accuracy in data entry.

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- Good organisation and prioritisation skills.
- Customer service orientation.
- Ability to analyse and problem-solve.

Connection and collaboration

- Team player able to build strong working relationships across finance, other functions and external providers.
- Excellent written and verbal communication.
- Comfortable managing relationships with outsourced providers, suppliers and federation counterparts.

Values and ways of working

- Demonstrated commitment to gender justice, feminist leadership and sharing power
- Willingness to work in connected, collaborative, non-hierarchical ways
- Adaptive mindset – comfort with change, ambiguity and evolving ways of working.
- Commitment to child protection and safeguarding.

How will you know it's going well? (key performance indicators)

Delivery

- Supplier invoices are paid accurately and on time, with minimum overdue payments.
- Balance sheet reconciliations are accurate and complete, with action items resolved within agreed timeframes.
- Fundraising income is reconciled cleanly between CRM and NetSuite each month.
- Global Hub remittances and reporting are accurate and delivered on time.
- Payroll is processed accurately and on time by the outsourced provider, with issues resolved promptly.
- The general ledger is accurate and reliable for month-end reporting and decision-making.
- Regulatory and statutory compliance obligations (GST, anti-terrorism screening, DFAT accreditation requirements) are met.
- Automation and outsourcing opportunities are identified and implemented, progressively reducing manual work.

Connections

- Teams across the organisation experience finance operations as reliable, responsive and user-focused.
- Outsourced providers deliver to agreed standards and timelines.
- Handoffs to the Finance Business Partner and Financial Controller are clean and reliable.

Ways of working

- Power is shared and the strengths of colleagues actively sought, balanced with clear accountability.
- Feminist leadership principles modelled and embedded.
- Organisational ways of working practices are completed and contributed to actively.
- Contribution to a connected, collaborative organisational culture.

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Until we are all equal

Who you'll work with externally

External connections:

- Outsourced payroll provider (and other outsourced finance providers over time)
- Suppliers and banks
- Plan International Global Hub finance counterparts
- Building management (if office/facilities work remains with this role).

Safeguarding, Gender Equality and Inclusion

Safeguarding, gender equality, inclusion and anti-racism are central to who we are and how we work. We take seriously our responsibility to ensure that we, and anyone who represents us, does not harm, abuse or commit any act of violence against the people we work with - including children, young people, and all participants and partners. Upholding these standards is the responsibility of everyone at Plan International Australia.

Everyone is expected to:

- Demonstrate a commitment to safeguarding, gender equality, inclusion and anti-racism.
- Complete and maintain mandatory Safeguarding and GEI training.
- Apply our safeguarding and GEI policies, standards and values in their work.
- Contribute to a safe, equitable, inclusive and respectful culture.

Specific responsibilities for this role:

- Apply anti-terrorism screening and procurement compliance rigorously;
- Ensure supplier and payment practices uphold ethical and inclusive standards.

Risk governance

Safeguarding Risk Level	Low	
Police Check Required	Yes ☒	No ☐
Working With Children Check Required	Yes ☐	No ☒
Global Anti-Terrorism Screening Required	Yes ☒	No ☐