



## Position Description

### Manager Finance and Business Support

<b>POSITION TITLE:</b>	<b>Manager Finance and Business Support</b>
<b>LOCATION:</b>	The position will be based in Canterbury
<b>RESPONSIBLE TO:</b>	Chief Executive Officer
<b>RESPONSIBLE FOR:</b>	Finance and Administration Assistants, Coordinator of Operations and Administration volunteers

#### ORGANISATIONAL CONTEXT

MND Victoria is dedicated to providing the best possible support for people living with motor neurone disease (MND). 'People living with MND' includes people who have been diagnosed, families, carers, former carers, friends, workmates, service providers and any other person whose life is, or has been, affected by MND.

MND Victoria was formed in 1981 by a group of volunteers with the strong involvement of people with MND, their families, health professionals and other concerned people to address the absence of a coordinated response to MND. It is a state-wide, not-for-profit organisation, predominately self-funded situated in Canterbury in the eastern suburbs of Melbourne.

Services to people living with MND or some other unrepresented neurological diseases that cause disability, are delivered at no cost to the client. They are coordinated and provided through MND Victoria Support Services. Volunteers are a vital part of MND Victoria and work across most program areas.

#### POSITION CONTEXT

The focus of all MND Victoria's activities is to support people living with MND in their own community or residence of choice; to ensure that the generic service systems of health, disability and aged care are able to meet the needs of people living with MND; that no person with MND has a high level of unmet needs. The Finance and Business Support Team aims to ensure that the financial and operational functions optimise the Association's ability to provide the best possible care and support to people living with MND.

The four key Support Services are:

1. MND Advisor and Support Coordinator Service: MND Advisors provide support to people living with MND to assist them to live as long as possible with the best quality of life possible.
2. Education and Client Support Service: The Education and Client Support service provides comprehensive education and information support to people impacted by MND as well as being the first point of contact for new clients and processing new registrations.
3. Equipment Service: MND Victoria has available an extensive range of assistive technology equipment, available at no cost to people with MND.
4. MND Victoria's work is supported by a network of volunteers. The dedicated assistance that volunteers provide underpins all MND Victoria's activities.



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The Manager Finance and Business Support works closely with the CEO, Manager Supporter Development and Communications and Manager Support Services, to implement efficient and effective finance, administration and fundraising and organisation-wide business and quality improvement procedures that underpin and support service delivery for people living with MND. This role is pivotal to the smooth and efficient running of the MND Victoria office and plays an integral part in the operations of the Association.

#### POSITION PURPOSE

The Manager Finance and Business Support is responsible for the effective and efficient day to day management and implementation of the financial, administration, ICT, building and fleet, work health and safety and quality management procedures of the Association. The Manager Finance and Business support leads a team of administrative and operations staff and is a member of the Senior Management Team.

#### KEY AREAS OF RESPONSIBILITY

##### 1. Team Management

- a. Provide leadership, guidance and supervision to the Administration and Finance Assistants and Coordinator of Operations and reception/administration volunteers
- b. In consultation identify professional development needs of the team

##### 2. Financial processes

In consultation with the CEO, and with the support of the Finance and Business Support team:

- a. Manage efficient and effective accounts payable and accounts receivable and asset management processes
- b. Prepare and process the fortnightly payroll including requirements for salary packaging, portable long service leave and superannuation.
- c. Manage the NDIS billing process efficiently and report any exceptions to the Manager – Support Services/CEO as they arise
- d. Prepare ad hoc, monthly, quarterly and annual financial reports for CEO, State Council and other relevant stakeholders
- e. Assist the CEO in the preparation of the annual operational and capital budgets
- f. Ensure compliance with relevant statutory requirements and standards as assessed through biannual external audit
- g. Make informed recommendations for process and resource improvements and/or changes to practice to ensure compliance, efficiency and excellent customer service

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#### 3. Administration and customer service

Through delegation to Finance and Business Support Team members:

- a. Ensure all incoming telephone calls and face to face inquiries are responded to promptly, professionally, and courteously
- b. Manage the receipt and dispatch of all incoming and outgoing mail
- c. Maintain an accurate membership register
- d. Manage and maintain building and vehicle fleet
- e. Ensure that State Council, staff and volunteers have ready access to the resources required to perform their roles e.g. ICT equipment, vehicles, stationary, office equipment, catering
- f. Review work practices and procedures for better operational efficiency and potential issues

#### 4. External contractors and agreements

- a. Liaise with external ICT support provider to ensure requests for support are responded to efficiently and effectively
- b. Liaise with and monitor contracts and licences with external partners
- c. Manage outsourced salary packaging arrangements

#### 5. Operations and Continuous Quality Improvement

With support from Coordinator of Operations:

- a. Maintain the Quality Management System
- b. Support preparations for and response to NDIS Quality and Safeguarding audits
- c. Ensure that required internal and external quality audits are undertaken
- d. Manage the internal day to day maintenance of and support in using the CRM to the broader team

#### 6. Work Health and Safety

In conjunction with the CEO, and through delegation to Finance and Administration Assistant

- a. Regularly assess, monitor and implement recommendations regarding WHS issues as per the WHS policy and procedures and annual continuous quality improvement planner

#### 8. Organisational focus

- a. Contribute to the achievement of the strategic plan and operational goals of MNDV and the Finance and Business Support Team
- b. Contribute to the development of a team focused approach to the provision of Finance and Business Support and the development of the organisation
- c. Be able to cover activities done by other members of the Finance and Business



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- Support team or other Senior Managers to cover leave etc
- d. Adhere to MND Victoria's Code of Conduct, all policies and procedures and take responsibility for own actions.

#### KEY SELECTION CRITERIA

##### Essential

1. A relevant tertiary qualification in accounting and registration as a CA/CPA
2. Relevant experience in a similar multifaceted role
3. Knowledge of business administration management and accounting procedures
4. Commitment to working with people with a disability
5. Experience using a range of accounting software programs
6. Highly developed interpersonal communication skills, both verbal and written with an ability to relate in a warm, caring and professional manner with a wide spectrum of people, including members of the public, people living with MND and their families
7. Experience working independently and as part of a team
8. Negotiation and creative problem solving/solution focused skills
9. Ability to manage competing work tasks and work effectively to deadlines
10. Computer literacy, use of Office products and understanding of electronic databases
11. A "can do approach" with a demonstrated customer focussed approach to all work activities

##### Desirable

1. A relevant qualification in business administration or similar
2. Experience with Salesforce CRM application
3. Experience with Attaché accounting software package
4. Experience in managing or supporting transition to new accounting software package
5. Knowledge and understanding of the not for profit and disability/aged care sectors
6. Experience working with volunteers
7. Knowledge of human resources practices and procedures
8. Knowledge and experience managing a Quality Management System
9. Understanding of current WHS legislation and standards
10. Current Victorian Driver's Licence
11. Availability to do some planned out of hours work as required e.g. attending occasional weekend fundraising events.

#### CONDITIONS OF EMPLOYMENT

- Full time
- 38 hours per week (occasional out of hours work may be required)
- Salary negotiable, commensurate with experience
- Salary packaging available
- This position is subject to a 6-month probation period.
- Appointment to the position is subject to satisfactory police and NDIS worker checks and signing of the MND Victoria Code of Conduct prior to commencement.



## Position Description

### Manager Finance and Business Support

- Smoking is not permitted on MND Victoria premises or in MND Victoria vehicles.
- All staff will take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a workplace free from discrimination and harassment

PD approved by

A handwritten signature in black ink, appearing to be "K. J. ...", written over a horizontal line.

Date 17.03.2021

#### AGREEMENT

*I understand the requirements of the position and agree to perform the duties of the position description as detailed above.*

Name of employee \_\_\_\_\_

Signature of employee \_\_\_\_\_ Date \_\_\_\_\_

***This position description forms part of the contract of employment.***