# Ministry of Social Development logo

# Financial Services Officer

# Commercial Operations Group

## Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

## Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

## Our strategic direction



## Our Values



## Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## The outcomes we want to achieve

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| --- | --- | --- |
| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |

## We carry out a broad range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
* Public Housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## **He whakataukī\***

|  |  |
| --- | --- |
| Unuhia te rito o te harakeke  Kei hea te kōmako e kō?  Whakatairangitia, rere ki uta, rere ki tai;  Ui mai ki ahau,  He aha te mea nui o te ao?  Māku e kī atu,  He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbush  Where will the bellbird find rest?  Will it fly inland, fly out to sea, or fly aimlessly;  If you were to ask me,  What is the most important thing in the world?  I will tell you,  It is people, it is people, it is people |

\* We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī

## Position detail

Delivering timely and accurate end to end Financial services incorporating the assessment, analysis, action, and review of financial information to the business to ensure quality outcomes for all staff, suppliers, and external contractors to the Ministry (MSD).

### Location

National Accounting Centre ,Rotorua

### Reports to

Team Manager, National Accounting Centre

## Key responsibilities

### Data Assessment

* Interpret and analyse financial data against relevant legislation, policy, and relevant contracts.

### Delivery

* Process financial data into systems ensuring they are managed efficiently to meet targets and deadlines including MSD’s contractual obligations and Government timeliness expectations.
* Process and update financial information into systems to ensure both internal and external audit requirements are met, and the data is constantly up to date in order to deliver accurate information, reporting and payments to managers and stakeholders.

### Communication and Engagement

* Actively engage with MSD staff and budget managers to understand need, source, and pay for the goods and services they need to meet outcomes - gather comprehensive information, clarify, provide options and advice in line with policy and contracts.
* Actively engage with suppliers and contractors to manage product and service solutions and keep accounts reconciled to ensure ongoing service.
* Engage with MSD staff and budget managers and suppliers to ensure financial documentation meets legislation, policy and contracts.
* Engage with MSD staff and budget managers to ensure they understand Procure to Pay processes and channels.

### Advisory Support

* Provide operational financial advice and accurate information to MSD staff, budget managers and other stakeholders, so they understand and are aware of the support and assistance available to them and the processes to buy and pay. This will enable the most appropriate service and solution to be offered to them.

### Relationship Management

* Work collaboratively and constructively with MSD staff, budget managers and other stakeholders to ensure that their business needs are met and paid for.
* Build and maintain collaborative relationships internally and externally to ensure effective sharing and flow of information.

### Risk Assessment / Review

* Assess and evaluate financial data and information to identify risks, issues, and opportunities so that the appropriate decision is made, and the correct action can be taken.
* Undertake quality assurance, risk analysis and internal checking of financial services to ensure that risks are actively managed, and the quality of work produced is assured.

**Financial Systems, Policies, Procedures and Reporting**

* Actively coordinate the delivery of operational Government contracts that MSD participates in where required, including compliance with contracts and issues identification to ensure an operational finance service is delivered.
* Manage MSD assets as required to enable the effective, efficient, and legal use of assets in line with MSD policy by our customers.
* Provide statistics to internal stakeholders and assist with reporting as required to ensure there is visibility of the work that the team manages.
* Conduct analysis of the work completed by reporting trends and volumes, which clearly show the relationship between a range of diverse information and data to identify key areas that have issues and opportunities so that there is visibility of areas that need to be improved.

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, safety and security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

## Emergency management and business continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

* Proven experience delivering financial services (Accounts Payable, Accounts Receivable, or transferable financial services).
* Proven experience in using a financial management system (FMIS).
* Strong financial literacy – a demonstrated ability to assess and interpret financial records to meet legislation and knowledge of accounting principles.
* Sound knowledge of relevant legislation, regulations, policy and how they apply.
* Demonstrated customer service commitment, networking, and relationship management.
* Proficient in using IT and business applications and systems.
* Numeracy and literacy at NCEA level 2 or equivalent.

## Attributes

* Relationship management skills – able to establish, build and maintain effective working relationships with internal and external stakeholders.
* Good interpersonal skills – the ability to relate to people at all levels, to adapt to meet the audience and build trust.
* Sound decision making skills – able to analyse information from a variety of sources, make sound judgement based on fact.
* Good organisational skills – able to plan, prioritise and work in a systematic way to meet competing demands while maintaining high quality.
* Committed to customer service – strong client focus, understands the needs and aims to exceed expectations, utilises effective problem-solving techniques.
* Excellent written and oral communication skills – able to communicate clearly, concisely, and effectively, adapting communication style to the needs of the audience.
* Excellent attention to detail – ensures all aspects of a job are completed no matter how small; accurately checks processes and tasks, able to pick up errors or omissions, maintains audit trail.
* Flexible, adaptable, and pragmatic - ability to adapt to a busy and changing environment and take the initiative.
* Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals.
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* National Accounting Centre staff and Managers.Staff and budget managers across MSD and hosted agencies.
* Other members of the Commercial Operations group.
* Finance group, including Financial Analysts.

### External

* Other Government Agencies, including those receiving shared services.
* External agencies such as Audit NZ.
* Suppliers and Third-party contractors.
* Relevant professional bodies.

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required**.**

**Position Description Updated:** March 2022