

# Position Description

<b>Position</b>	Senior Finance and Commercial Manager
<b>Purpose</b>	Commercial Services is responsible for the Finance and Commercial management of the Facilities Management Contract. This includes supervising a team of finance and commerce staff, and ensuring all appropriate activity are conducted in accordance with the Finance Operating Manual.
<b>Reporting Lines</b>	Commercial Services Director
<b>Location</b>	Fiona Stanley Hospital
<b>Our Governing Principles</b>	<p>The fundamental difference at Serco comes from the unique culture and values that underpin the way we run the company and the way we behave. This is reflected in our four Governing Principles:</p> <ul style="list-style-type: none"> <li>• Foster an entrepreneurial culture</li> <li>• Enable our people to excel</li> <li>• Deliver our promises</li> <li>• Build trust and respect</li> </ul>
<b>Organisational Environment</b>	<p>Making up one of Serco’s Five Foundation Stones, the Governing Principles are one of the key ways we provide a positive experience for all employees in the workplace and all of our stakeholders when interacting with Serco employees.</p> <p>Serco and WA Health have a joint vision to create Australia’s leading healthcare environment.</p> <p>Serco will provide non-clinical services to ensure that the hospital runs smoothly and patients benefit from a high quality experience. While Serco is not directly responsible for patient care, services will be carefully integrated, allowing for an enhanced patient experience that includes greater convenience and care in a leading hospital environment.</p> <p>Fiona Stanley Hospital will offer a collaborative working environment. A culture where all individuals work together as one team to secure the best possible outcomes for the people we care for. We are committed to fulfilling our patient promises of being welcoming, kind, professional and helpful.</p> <p>Fiona Stanley Hospital will be a productive, harmonious workplace where a seamless interaction between all staff is fostered, by being united, connected and inspired by this common approach to service.</p>

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<p><b>Key Responsibilities</b></p>	<p>Responsibility for the finance and commercial activities undertaken across the Contract, including:</p> <ul style="list-style-type: none"> <li>• Ensuring the Contract maximises the opportunity to achieve the financial targets including growth, profit, cash, budgets and resource utilisation; making recommendations for improvement and action</li> <li>• Provide financial stewardship &amp; ensure commercial governance across the contract</li> <li>• Provide commercial and financial support and direction for the contract stakeholders ensuring that service delivery is of a quality standard and consistent with both WA Health and Serco standards</li> <li>• Reviewing and challenging plans, budgets and forecasts; proposing judgemental adjustments</li> <li>• Analysis to drive cost efficiencies and revenue generation</li> <li>• Generate bespoke reports for customer or regulatory requirements</li> <li>• Ensuring all financial and commercial risks and opportunities are known</li> <li>• Approving SAP changes per the DAM; act as an escalation point for SSC issues</li> <li>• Be the senior finance contact point for any contract queries that require resolution and all audit matters</li> <li>• Undertake ad-hoc projects within the Contract as required and attend relevant contract management team meetings and finance team meetings</li> <li>• Provide directional leadership for the team ensuring that service delivery is of a quality standard and consistent with both WA Health and Serco standards</li> <li>• Recruit Contract finance staff as required (with approval by business management).</li> <li>• Training and development of finance and commercial staff</li> <li>• Delegate workload between members of finance staff within the Contract and arranging for cover</li> </ul>
<p><b>Competency Profile</b></p>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Leadership and management of medium-sized teams; with responsibilities of staff professional development plans, OSH, task delegation and supervision of output quality</li> <li>• Substantial commercial and financial leadership experience across multiple service lines.</li> <li>• Experience of leading annual reporting and planning cycles for a public entity.</li> <li>• Experience of operating within a service environment</li> <li>• Operational support experience.</li> </ul> <p><b>Skills, Knowledge, Attributes</b></p> <ul style="list-style-type: none"> <li>• Ability to demonstrate an understanding and adoption of Serco’s governing principles, and promote respectful behaviour</li> <li>• Ability to engage at all levels and with different cultures, and build sound working relationships with the operational team and SSC finance team</li> <li>• Leadership qualities, professional conduct, welcoming persona and positive attitude</li> <li>• Macro and micro financial analysis across the Contract (strategy and detail); continually seeking improved and more efficient methods of work</li> <li>• Interpretation and conversion of results into new initiatives and plans; ability to influence when recommending a course of action</li> <li>• Ability to identify business implication in complex data or information; including business drivers which contribute to value</li> <li>• Flexibility to adapt to a constantly changing environment, including the ability to work well under pressure</li> </ul>

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- Excellent planning and forecasting skills
- Excellent accounting skills, including understanding finance systems and standardised processes, with good financial modelling skills
- Excellent written and verbal communication skills required for staff management, team productivity and client consultation
- Excellent MS Office skills, including financial software such as SAP
- Familiarity with ERP software

### Education

- The successful applicant will be CA or CPA qualified
- Post-graduate qualifications desirable

### Communication

- Fosters an atmosphere and culture where everyone is able to voice their concerns and ideas without fear of criticism, ridicule, or retaliation.

### Ethics and Integrity

- Makes sure that policies and programs for preventing waste, fraud, abuse, and mismanagement are in place, understood and enforced.

### Initiative

- Handles ambiguity, spots connections and underlying causes.
- Establishes medium-term plans for own department/service over next 2-3 years.

### Teamwork and Collaboration

- Changes working style to gain commitment from different people in differing situations.
- Develops perceptive insights into others motives and objectives.
- Encourages and builds capability and expertise within the team.
- Clarifies the culture that should characterise the department.
- Stays engaged with the team and their performance and development throughout the year.

### Leadership and Management Competence

- Handles ambiguity, spots connections and underlying causes.
- Changes their approach to gain commitment from different people in differing situations.
- Drives alignment of business / functional plans to Group targets.
- Stands firm in the face of adversity to deliver their business targets.
- Shapes government activity, customers, and their organisation over the medium term (1-2 years). Leads by example and delivers cultural change in line with Serco's values.
- Regularly gathers and assesses information about market trends as basis for plans and decisions.
- Develops medium-term plans that connect to the strategic requirements of their business.
- Identifies, develops and delivers ways of driving above average growth in sales and margins.
- Provides clarity and direction for own area that links to broader business context.
- Shapes expectations of key stakeholders.
- Builds network within own industry and across Serco.
- Improves quality and delivery through operational performance improvement over short

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	<p>and medium term.</p> <ul style="list-style-type: none"> <li>• Improves operational performance through changing the way things work.</li> <li>• Leads by example in recruiting and developing high performing people and teams.</li> </ul>
<p><b>Occupational Safety &amp; Health Requirements</b></p>	<ul style="list-style-type: none"> <li>• Managers are required to take all necessary action to ensure compliance with OSH legislation, codes of practice, standards and guidelines at all times.</li> <li>• Managers have overall day to day responsibility for the implementation and operation for safety and health within their relevant departments and areas of responsibility.</li> <li>• In particular, managers will:</li> <li>• Demonstrate their commitment to safety management compliance and the promotion of safety and health within their relevant departments and areas of responsibility.</li> <li>• Be familiar with safety and health policies, procedures and work instructions.</li> <li>• Ensure safe and healthy working conditions for their area of control.</li> <li>• Ensure appropriate measures are undertaken through the initiation of controls to eliminate or reduce the level of risk within their area of control.</li> <li>• Ensure Personnel attend all mandatory training and other recommended OSH training.</li> <li>• Provide appropriate supervision, training and instruction so that personnel within their area of control can perform their roles safely.</li> <li>• Provide necessary personal protective equipment and clothing together with any necessary guidance, instruction and supervision in their use.</li> <li>• Participate in the resolution of safety issues where required.</li> <li>• Ensure that bullying and harassment is not tolerated within their area of responsibility.</li> <li>• Ensure a consultation and communication process through department and or unit staff meetings and safety and health representative.</li> <li>• Ensure that any defects in the premises, its plant, equipment or facilities which relate to or may affect the health and safety of personnel and others are made safe without delay.</li> <li>• Take an active interest in promoting health, safety and well-being and promote a positive culture.</li> </ul>