

TASMANIAN PORTS CORPORATION PTY LTD

POSITION DESCRIPTION

POSITION TITLE:	Shared Services Manager
REPORTS TO:	Manager Finance
DIVISION:	Corporate Services
LOCATION:	Launceston
CONDITIONS	Common Law Contract Permanent Full Time

PURPOSE OF THE POSITION

- To lead the Shared Services function in their delivery of efficient, accurate and timely services across TasPorts, its customers, suppliers and team members.
- To represent and lead the Shared Services function in the development of business requirements, selection, implementation and roll out of a new Finance and Accounting system.
- To transition current manual and inefficient processes to efficient workflows enabled by technology.
- To be the owner of customer, supplier and administrative data within TasPorts, responsible for maintaining its currency, accuracy and its adherence to Data Governance Protocols.
- Provide key support to the CFO and the Manager Finance in the achievement of TasPorts' strategic objectives.

KEY ACCOUNTABILITIES

- To engender a team culture and spirit of collaboration, support, accountability, respect, care, trust and performance excellence.
- To design, develop and embed best practice and secure processes and workflows for accounts payable, accounts receivable, expense management and other administrative processes across TasPorts, including:
 - Wharfage and marine invoicing;
 - Accounts payable (including secure vendor registrations, timely payment of suppliers and compliance with procurement policies);
 - Accounts receivable and debtor management; and
 - Expense review, processing and compliance.
- To design, develop and embed effective performance measures and performance reporting around all key deliverables of the Shared Services team.
- To establish a stakeholder focussed Service Level Agreement for the Shared Services team setting out the services and service standards that the Shared Services team will expect to deliver to its internal and external customers.
- To represent and lead the Shared Services function in the development of business requirements, selection, implementation and roll out of a new Finance and Accounting system (currently Microsoft Great Plains).
- To be the Subject Matter Expert in respect of the information systems that enable the Shared Services function, including ongoing liaison with internal and external stakeholders to ensure upgrades, maintenance and changes are managed effectively.

- To represent the Shared Services function in the establishment of a Data Strategy and Data Governance Protocols and across TasPorts.
- To lead data cleansing activities across all customers, supplier and administrative data in compliance with the Data Strategy and Data Governance Protocols.
- To work collaboratively with the Commercial and Trade team to establish and maintain a deep knowledge and understanding of the various agreements and processes for charging customers.
- To establish a deep understanding of the systems and data flows that are relied on to generate accurate customer invoices (e.g., Portmate, etc).
- To identify and review any Shared Services activities that are occurring in divisions and work collaboratively with these teams to effectively transition these activities to the Shared Services team (e.g., property invoicing).
- To effectively manage the Shared Services team:
- To manage, coach and develop skills and capabilities within the Shared Services team to ensure they can effectively perform their duties. Coordinate appropriate professional development and training for team members where appropriate.
- To ensure all Shared Services team members have appropriate position descriptions and performance goals/targets.
- To ensure all Shared Services team members are properly inducted and trained in TasPorts' systems and processes.
- To establish "SMART" Team KPI's for the Shared Services team, including KPI's relating to:
 - Performance of core Shared Services processes (performance metrics and improvement targets);
 - Health and Safety compliance;
 - Team culture performance metrics; and
 - Customer service measures.
- To develop and establish training materials and provide induction training to new TasPorts team members in respect of Shared Services processes and protocols.
- To manage internal and external audit requirements within the Shared Services function.
- To identify, develop, lead and monitor continuous improvement opportunities for the Shared Services function and the broader TasPorts group.
- To establish collaborative, productive and respectful working relationships across TasPorts.

LEVEL OF RESPONSIBILITY / ACCOUNTABILITY

This is a leadership position in the Finance Team as part of Corporate Services. The incumbent is expected to work with a high degree of autonomy with occasional direction and guidance.

The Manager Shared Services will be accountable for the team's core duties and drive a high level of professional excellence.

- This role carries the delegated authorities as defined in the TasPorts *Delegations Manual* TasPorts Health, Safety and Environment Responsibility and Authority: Refer to Section 4 of the *TasPorts HSE Responsibility and Authority Procedure*

TasPorts Health, Safety and Environment Responsibility and Authority

Refer to Section 4.7 of the *TasPorts HSE Responsibility and Authority Procedure*

Supervisory Responsibility

Invoicing Administrator – 3 and currently x contractors

Accounts Receivable Administrator – 1 and currently x contractors

Accounts Payable Administrator – 1 permanent and currently x contractors

Marine Invoicing Team x4

KEY INTERNAL AND EXTERNAL CONTACTS AND RELATIONSHIPS

External

- TasPorts' customers, suppliers and collection agencies

Internal

- Finance and Corporate Services Team
- Commercial and Trade Team
- Executive Leadership Team (ELT)
- Senior Leadership Team (SLT) and staff involved in charging out revenue and purchasing of goods and services.
- New TasPorts team members (inductions).

KNOWLEDGE, SKILLS AND EXPERIENCE (SELECTION CRITERIA)

- A minimum of 4 years demonstrated relevant experience in leading Shared Services functions.
- Deep expertise in financial systems and databases. Previous experiences in systems implementation will be highly regarded.
- Strong experience in change management. Experience with and knowledge of change management principles, methodologies and tools.
- Strong experience in the use of Microsoft Office applications.
- Experience managing multi-functional Shared Services teams.
- Demonstrated experience building a team culture and delivering performance excellence, change and business improvements.
- Highly developed interpersonal and communication skills (written and verbal) and the ability to collaborate effectively with a diverse range of internal and external stakeholders.
- Proven self-management skills including ability to prioritise tasks and manage multiple and complex issues.
- Knowledge and understanding of accounting and audit processes in respect of accounts payable, accounts receivable and expense management.
- Knowledge and experience within shipping or transport industries (desirable).

Qualifications / Certifications

- Tertiary qualifications in Administration Management or a related discipline, or an equivalent combination of relevant experience and/or education/training (desirable).
- Current drivers Licence
- Capability to obtain and hold a Maritime Security Identification Card (MSIC).

Employment Conditions

- Permanent full-time on-site (requirements around flexible work arrangements can be considered).