

Role Description

Finance Manager

Portfolio	Creative Industries, Tourism, Hospitality and Sport
Agency	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Corporate Services / Finance
Classification/Grade	Clerk Grade 11/12
Location	Sydney/Regional NSW
ANZSCO Code	132211
PCAT Code	1223392
Date of Approval	July 2026
Agency Website	www.nsw.gov.au/dciths

Agency overview

At the Department of Creative Industries, Tourism, Hospitality and Sport we bring vibrancy to NSW by growing our creative industries and workforces, driving strong visitor and night-time economies, ensuring a responsible hospitality sector, and putting arts, culture and sport at the heart of our communities.

Together we:

- create social and economic opportunities for the state
- support the creation of jobs across the creative, visitor and night-time economies
- prioritise First Nations artists, stories and culture
- ensure arts, culture and sport are at the heart of every community to be enjoyed and accessed by all
- drive visitation through events, campaigns and visitor experience development
- activate our night-time and creative economies to unlock unique precincts and community spaces
- deliver a vibrant and responsible hospitality, liquor, racing and gaming environment
- support NSW's key Cultural Institutions to ensure access for all, enable community experiences and education and preserve the state's diverse cultural assets and history.

Primary purpose of the role

The role leads and manages critical activities that support budgeting and financial management for the Department. The Finance Team has an important role in driving a budget that directs funding allocations to the Department's strategic priorities and target outcomes. The role also designs, implements and evaluates innovative solutions that meet continuous improvement targets and informs strategic planning in corporate services.

The role maintains and implements effective support and training strategies for financial management in corporate business divisions, and engages, mentors and inspires team members in the delivery of accurate, reliable and targeted outcomes that meet customer expectations and the Directorate's service delivery standards.

Key accountabilities

- Lead the provision of expert strategic financial and forward planning advice using complex financial analysis and data modelling to create scenarios/options that support corporate initiatives and enable the Chief Finance and Operations Officer and Executive to make informed decisions. Scenarios/options developed must comply with the accounting standards, accounting policies and legislation on financial reporting and annual reporting and meet future business needs of Department stakeholders and customers.
- Develop and implement operational plans that model contemporary financial management practices and resource utilisation, resulting in a high-performance culture. The role provides expert advice and support to units within the Directorate and executes policies and management strategies that reflect, and are responsive to, Department and government priorities.
- Foster and sustain strategic partnerships across Directorate teams and the wider portfolio, including relevant external agencies. The role works towards improving business outcomes, including through input to the development of financial management and/or accounting strategies and negotiates with and influences a variety of stakeholders.
- Develop and implement systems and processes that enable regular evaluation and accurate reporting of project/unit/Directorate the unit's objectives. The role evaluates available data and research and derives evidence-based solutions to inform the review of financial management services, programs and initiatives. Effective business partnering, leading working parties and developing ideas consistent with business objectives will facilitate this.
- Communicate decisions and other relevant information to relevant audiences, in a timely manner, using appropriate media. The role ensures that the unit can effectively respond to emergent situations and facilitate long term planning in accordance with Department and government priorities. This includes producing high quality business cases and/or reports and making recommendations based on sound financial analysis.
- Provide regular updates to the Director /supervisor regarding progress and achievement of the role's agreed business and reporting targets. The Chief Finance and Operations Officer need to be alerted to potential or emerging business-critical matters that could adversely impact program/policy implementation and/or service delivery. The role identifies and assesses risk and proposes and evaluates risk mitigation strategies.
- Develop an annual work plan in consultation with the supervisor that articulates, clarifies and documents the role's specific responsibilities, key deliverables, expected outcomes and indicators of success over a 12 month period (or less for shorter projects).
- Manage team(s) performance and implement protocols to ensure that all staff within the unit are effectively engaged and motivated in the delivery of service and business outcomes. This includes implementing the Department's performance development program for team members who are direct reports.

Key challenges

- Managing resources to ensure that priorities are met within agreed standards and to optimise returns on the allocated budget. A challenge is that competing demands are often impacted by non-negotiable deadlines, requiring the role to effectively manage stakeholder expectations and to redeploy available resources as required. It is an expectation that a professional, consistent and reliable approach to customer service is paramount in all stakeholder interactions.

- Gaining support through partnering with key stakeholders and gaining support across the organisation for the Directorate's programs and initiatives, providing expert advice to senior management team. This support is critical for the continued delivery of quality and strategically targeted corporate financial management services, programs and advice that inform the delivery of creative and community outcomes for NSW.
- Developing and maintaining a culture of continuous improvement to ensure the constant development of corporate finance services being provided across the Department.

Key relationships

Internal

Who	Why
Chief Finance and Operations Officer	• Provides strategic direction, financial governance and executive oversight
Team members	• Provide input, support and advice to colleagues and team members to contribute to team outcomes. • Provides performance feedback to direct reports (where applicable) • Builds effective working relationships and open channels of communication to facilitate liaison, consultation and engagement

External

Who	Why
Customer and stakeholders	• Partnerships are forged so that the customers' business plans and programs are effectively supported by expert corporate finance services and advice • Engenders the support and commitment of customers for corporate finance initiatives and business reforms. • Contributes to the development of policies, programs and systems that reflect sector-wide and/or Departmental initiatives and priorities. • Consults and collaborates regularly with the Corporate Finance leadership team to ensure accurate and up-to-date advice and support is provided to the portfolio.
Key external stakeholders, including other NSW Public Sector agencies, diverse professional organisations, and workforce representatives.	• Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation, and engagement.

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

Reporting line

This role accounts and reports to the Director – Strategic Portfolio & Budget Management.

Direct reports

The role has up to 1 direct report depending on operational requirements.

Budget/Expenditure

Budget and expenditure will be in line with DCITHS delegations.

Key knowledge and experience

- Demonstrated experience in public sector budgeting, forecasting, financial reporting and analysis, with a strong understanding of NSW Government financial and Treasury requirements.
- Proven ability to provide strategic financial advice to senior executives and coordinate complex budget, funding and expenditure review processes across multiple stakeholders.
- Strong stakeholder engagement and relationship management skills, with the ability to influence outcomes and deliver high-quality results in a complex and fast-paced environment.

Essential requirements

- Tertiary qualifications in accounting or in a related relevant discipline

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal attributes	Display Resilience and Courage Be open and honest, prepared to express your views and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		Remain composed and calm under pressure and in challenging situations	
 Relationships	Communicate effectively Communicate clearly, pay attention to others, and respond with understanding and respect	- Tailor communication to diverse audiences - Clearly explain complex concepts and arguments to individuals and groups - Create opportunities for other to be heard, listen attentively and encourage them to express their views - Share information across teams and units to enable informed decision making - Write fluently in plain English and in a range of styles and formats - Use contemporary communications channels to share information, engage and interact with diverse audiences	Adept
 Relationships	Work Collaboratively Collaborate with others and value their contribution	- Encourage a culture that recognises the value of collaboration - Build cooperation and overcome barriers to information sharing and communication across teams and units - Share lessons learned across teams and units - Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work - Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	- Negotiate from an informed and credible position - Lead and facilitate productive discussions with staff and stakeholders - Encourage others to talk, share and debate ideas to achieve a consensus	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		- Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes - Influence others with a fair and considered approach and sound arguments - Show sensitivity and understanding in resolving conflicts and differences - Manage challenging relationships with internal and external stakeholders - Anticipate and minimise conflict	
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	- Seek and apply the expertise of key individuals to achieve business outcomes - Drive a culture of achievement and acknowledge input from others - Determine how outcomes will be measured and guide others on evaluation methods - Investigate and create opportunities to enhance the achievement of organisational objectives - Make sure others understand that on-time and on-budget results are required and how overall success is defined - Control business unit output to ensure government outcomes are achieved within budgets - Progress organisational priorities and ensure that resources are acquired and used effectively	Advanced
 Results	Think and solve problems Think, analyse and consider the broader context to develop practical solutions	- Undertake objective, critical analysis to reach accurate conclusions that recognise and manage contextual issues - Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others - Take account of the wider business context when considering options to resolve issues	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
		• Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	
 Business enablers	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	• Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management • Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound • Assess relative cost benefits of various purchasing options • Promote the role of sound financial management and its impact on organisational effectiveness • Obtain specialist financial advice when reviewing and evaluating finance systems and processes • Respond to financial and risk management audit outcomes, addressing areas of non-compliance in a timely manner	Advanced
 People management	Manage and develop people Engage with and motivate staff, and develop their capability and potential	• Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Prioritise addressing and resolving team and individual performance issues and ensure that this approach	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
		is cascaded throughout the organisation Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives	
 People Management	Optimise Business Outcomes Manage people and resources effectively to achieve public value	- Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives - Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning - When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences - Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context - Monitor performance against standards and take timely corrective actions - Keep others informed about progress and performance outcomes	Adept

Occupation specific capability set

Capability group/sets	Capability name	Behavioural indicators	Level
 Finance	Financial Strategy, Governance and Risk Management	Establish effective and appropriate governance, assess the organisation's strategic financial position, and ensure effective investment and financing decisions	Level 3

Capability group/sets	Capability name	Behavioural indicators	Level
	Financial Accounting and Statutory Reporting	Apply and comply with accounting standards, legislation and specific organisational policies, standards and protocols, and implement effective statutory and other external reporting requirements	Level 3
	Management Accounting	Provide high quality analysis and evaluation of financial and operational performance to inform management decisions and to underpin effective budget formulation, forecasting and projections	Level 3
	Finance Operations and Systems	Ensure appropriateness and reliability of financial information systems, and effective governance, cash management and controls over transactional processes	Level 3
	Finance Business Partnering	Partner with key stakeholders, and provide expert professional advice, coaching and consulting expertise to ensure the effective alignment of financial management strategies and organisational objectives	Level 3

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional and uphold and promote the public sector values	Adept
	Value diversity and inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate

Capability group/sets	Capability name	Description	Level
 Relationships	Commit to customer service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Plan and prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Adept
 Business enablers	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
 People management	Inspire direction and purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Procurement and contract management	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate