

Head of Finance and Business Services

This Success Profile details the requirements for success and the conduct needed to uphold the role of Head of Finance and Business Services. This document is valid for 12 months and is intended to convey concisely the areas of focus and accountability for the year ahead, 2022/23.

At the core of success is understanding the purpose of your role, your circle of influence, the attributes needed to execute your role and the behaviours required. These are separate sections of this document and paint a picture of holistic performance and skills that will equip you to achieve your measurable objectives in 2022/23.

Purpose

The Head of Finance and Business Services role exists within the business to lead the effective financial management, business operations and ongoing sustainability of Surex. This role partners with the Directors to drive finance process improvements around operations and supply, formulate business strategy, and provide sound financial advice for informed decision making. The Head of Finance and Business Services operates with a commercial mindset and champions the values-led culture, setting clear expectations and modelling successful behaviours.

Priorities

To achieve the strategic plan of Surex, activity must be prioritised to ensure daily tasks do not become distractions to the overall requirements of your role. In the 2022/23 financial year, the Head of Finance and Business Services will be focused on achieving the below objectives.

- Oversee all financial reporting, forecasting, budgeting, utilisation rate calculations, cash flow forecasts and financial preparation for the business to measure long-term financial viability. Present estimated information to the Directors based on past, current, and projected financial conditions to identify potential revenue opportunities and circumstances that may influence Surex 's strategic goals.
- Assist and support the Directors in the tendering process, writing proposals and coordinating estimates for response. Identify commercial matters that may be of interest to the Directors and make recommendations for consideration.
- Oversee the management and compliance of all Industrial Relations obligations including maintaining currency with all work-related obligations and employee entitlements and employee relations matters as required.
- Ensure timely and accurate information and work output across the team in relation to all matters including Human Resources, Finance and Accounts, Quality Management and Workplace Health and Safety matters.



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- Oversee the Human Resources functions including recruitment, employment offers, onboarding, payroll setup, alignment with correct industrial instruments, accuracy in hourly rates allocation, management of employee complaints and grievances
- Develop and maintain strong working relationships with all key stakeholders, including the external accountant, commercial legal representatives, bank manager, insurance brokers and professional advisors engaged by the Directors.
- Manage the accounts payable function of the business by completing payments and controlling expenses accurately, on-time and in accordance with company policy. Maintain up-to-date records of all expenditures to manage cashflow, track the financial health of the business and meet legal obligations.
- Oversee the processing of all supplier invoices and payments accurately in MYOB, in a timely manner and in compliance with the outlined credit terms and internal controls.
- Generate and deliver client invoices with assistance from the Employee Relations Officers and deliver promptly, and effectively manage all debtor accounts in accordance with company policy.
- Ensure Surex consistently upholds its compliance and legislative requirements and undertake corrective actions in a timely manner to rectify any non-conformance.
- Oversee and approve payroll processing for the fortnightly pay cycle including ensuring accurate application of payroll tax provisions.
- Manage all financial reporting and financial statement preparation for the business, including quarterly financial reporting, budgeting, forecasting and utilisation rates.
- Management of all corporate insurance policies on behalf of the business, including commercial, travel and WorkCover.
- Manage and oversee the taxation affairs of the organisation, seeking support from an external tax firm for specialist advice and to ensure the business is meeting its tax obligations at the end of each financial period.
- Manage purchasing of all new equipment and vehicles ensuring purchasing decisions align with overarching strategic financial and taxation plans.
- Coordinate and manage all travel and accommodation bookings ensuring adequate travel times to meet requirements and appropriate travel insurances are in place.
- Play a key role in the running of the business, including the formulation of business strategy and company policies by providing sound financial support and insights to the Directors, enabling them to make sound and informed decisions.



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Attributes

The Head of Finance and Business Services utilises and further develops the following attributes that create their pathway to success in the role.

- Adherence - you love to follow processes, operating firmly within rules and guidelines.
- Detail – you naturally focus on the small things that others easily miss, ensuring accuracy.
- Growth Mindset - you are always looking for ways to grow and develop, whatever you are doing.
- Moral Compass - you have a strong ethical code, always acting in accordance with what you believe is right.
- Personal Responsibility – you take ownership of your decisions and hold yourself accountable for your promises.
- Prevention - you think ahead, to anticipate and prevent problems before they happen.
- Strategic Awareness – you pay attention to the wider context and bigger picture to inform your decisions.
- Time Optimiser - you maximise your time, to get the most out of whatever time you have available

Circle of Influence

The Head of Finance and Business Services plays a key role in the strategy and financial health of Surex, working closely with the Chief Operations Director and Chief Technical Director to ensure decision making and business planning are informed and executed in consideration of financial imperatives.

The success of these relationships will be measured by effective communication channels, successful audits, and excellent survey control across all projects.

The Head of Finance and Business Services builds and maintains the following internal and external relationships.

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> ▪ Chief Operations Director ▪ Chief Technical Director ▪ Employee Experience Officers 	<ul style="list-style-type: none"> ▪ Regulatory Bodies ▪ Bank Manager ▪ Suppliers ▪ WorkCover ▪ Customers – past, present, and future ▪ External accountant ▪ Insurance Brokers



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Values-led Culture

This section of your Success Profile is the requirement to uphold, and role model the Values of SUREX. No achievement can be considered a success if we have not upheld our own standard of conduct. This belief is at the foundation of our business and is non-negotiable.

The Head of Finance and Business Services demonstrates positive influence, behaviour and conduct that exemplifies the Values of SUREX. The Values were drafted by the SUREX Team and form part of the Team’s guidelines of engagement. Honouring the Key Values in day-to-day activities elevates SUREX’s workplace culture and our business relationships.

Value	Fundamental Behaviours
Loyalty	<p>Always</p> <ul style="list-style-type: none"> ● Be honest and nothing else ● Accept responsibility and be accountable. ● Take a best for site, project and Surex approach to everything you do at work. <p>Never</p> <ul style="list-style-type: none"> ● Be dishonest. ● Blame others for your mistakes. ● Fail to share critical information.
Respect	<p>Always</p> <ul style="list-style-type: none"> ● Treat other with courtesy, respect, and dignity. ● Test all equipment as if it was your own. ● Understand the importance of what you do and the consequences of getting it wrong. <p>Never</p> <ul style="list-style-type: none"> ● Treat others the way you would not like to be treated. <p>Mistreat Surex vehicles or equipment.</p>
Reliability	<p>Always</p> <ul style="list-style-type: none"> ● Strive to meet our customer’s expectations. ● Deliver the best service possible. ● Arrive at work on time, prepared, and ready to go! <p>Never</p> <ul style="list-style-type: none"> ● Under deliver on what you say you are going to do. ● Complete the work without following Surex procedures. <p>Not notify your supervisor as early as possible if you are going to be absent.</p>

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Teamwork	<p>Always</p> <ul style="list-style-type: none"> ● Do what you say you are going to do. ● Support and value your work and team mates. ● Look for work to do when you are not busy. <p>Never</p> <ul style="list-style-type: none"> ● Not finish a task. ● Be unsupportive to your work mates. <p>Let your teammates carry your work load.</p>
Commitment	<p>Always</p> <ul style="list-style-type: none"> ● Come to work with a sense of purpose. ● Leave work with a sense of accomplishment. ● Finish the tasks you are assigned before going home. <p>Never</p> <ul style="list-style-type: none"> ● Turn up to work to watch the clock. ● Leave work wondering what you did all day. <p>Delay doing work that could be done today.</p>

90 Day Swim Lanes

Swim lanes set a rhythm of planning, executing, and reviewing in each Quarter, incrementally progressing both strategic and operational objectives and projects.

Quarter 4

Priority	Project/Goal	Deliverables	Success Looks Like
1	Develop strong working relationships with internal and external stakeholders.	Prioritise building professional relationship with Directors. Communicate with immediate team to develop strong relationships and a sense of trust and respect. Develop a communication plan for external stakeholders and actively engage to develop strong relationships.	Honesty, trust, respect, and open communication established with all key internal and external stakeholders.
2	Develop understanding of Surex financial transaction processes, including accounts payable, accounts receivable and payroll.	Complete training, seek ongoing support and advice where necessary to ensure financial transaction processes are completed correctly.	Financial transactions are processed accurately and on time.



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3	Identify potential process improvements and develop new procedures with the Directors.	Document any processes which may be simplified or improved and raise findings with the Directors.	Processes are more efficient and likely to be followed consistently.
4	Produce and present financial reports, forecasting and budgeting to Directors for the quarter.	Produce Surex's financial reporting, forecasting, and budgeting for the quarter and prepare a presentation for the Directors.	Accurate and informative financial reports produced for the quarter, Directors able to make sound financial and business decisions