

## POSITION DESCRIPTION

Position:	Head of Finance
Reports To:	Chief Operating Officer
Direct Reports:	3
Status:	Ongoing, full-time or part-time
Location:	East Melbourne / Hybrid

## ORGANISATION BACKGROUND

inTouch provides integrated and culturally responsive services to women from migrant and refugee communities experiencing family violence. inTouch works across the family violence continuum, providing culturally informed early intervention, case management, family and migration law assistance, men's behaviour change programs, evidence-based policy and advocacy work, and enhanced capacity-building across the sector and community.

inTouch supports victim-survivors on their long-term recovery journey through economic independence, social connections and resilience, and wellbeing and therapeutic interventions.

These services are informed by an integrated inLanguage, inCulture delivery model and supported by our diverse workforce, which is comprised primarily of people who are migrants and refugees themselves. Our team's unique understanding of culture and the migration journey allows inTouch to deliver expert, specialist case management to our clients in over 20 languages.

Over the past 40 years, inTouch has helped over 20,000 women and we continue to work with our partners to ensure that women, children, and families have every opportunity to thrive to reach their full potential to build happy, healthy and productive lives.

inTouch's 2022-2025 Strategic Plan [here](#).

## POSITION SUMMARY

The Head of Finance requires a hands on professional, with sound knowledge and experience across all aspects of finance and accounting, balancing a detailed oriented approach with a strategic mindset.

The Head of Finance will demonstrate their financial leadership, showing initiative, innovation and business savvy approach to the financial dealings of the organisation. The position is responsible for the overall finance functions of the organisation, including management reporting, audit support, budgeting, accounts payable and receivable, and payroll. The position is also responsible to oversee improvement of financially related internal controls and processes across the wider organisation and to support the operations through effective management of suppliers.

The role requires the incumbent to have strong financial acumen combined with effective communication and interpersonal skills. Success in the role demands sound planning and organisational skills, along with the ability to multi-task, prioritise, make clear decisions and take accountability for the teams service delivery.

## KEY RELATIONSHIPS

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- Internal                      Effective working relationships are required with all inTouch staff, particularly the Executive Team and Managers.
- External                      Effective working relationships required with all key external stakeholders including, the inTouch Board and Finance, Audit and Risk Management Committee, financial institutions, funders, creditors, suppliers, salary packaging company, government, and government agencies.

## POSITION ACCOUNTABILITIES

### Business Partnering:

- Undertake analysis and provide financial recommendations regarding the assessment of organisational projects and program activity to support growth and maximise inTouch’s impact.
- Work collaboratively with managers and the executive to build financial sustainability, supporting business development and proposal submissions with robust financial modelling.
- Be accountable for the planning, development and timeliness of the annual budgets and rolling forecast process for the organisation.
- Support the organisation in understanding their performance and assist managers in identifying opportunities for improvement using an educative partnering approach.
- Develop and implement initiatives to improve the financial literacy of program managers and inTouch more broadly through the provision of high-quality internal training and advice to assist managers make informed decisions.

### Financial Management, Risk and Compliance:

- Drive the organisational budget and forecasting process in alignment with strategic and operational plans.
- Undertake scenario analysis and modelling where required to assist with forward planning and resource allocation.
- The preparation and submission of monthly management finance and compliance reports for the Board and its committees.
- Provide monthly metrics and reports by business division and for the whole of organisation. Meet with managers and the executive regularly to discuss financial performance and inform future forecasting.
- Manage cash flow to ensure the organisation’s financial obligations are met.
- Identifying and reporting on financial risks and developing processes to mitigate such risks.
- Ensure payroll is accurate and paid on time.
- Ensure all risks relating to the finance function are considered and well managed and documented in the risk register and in governance and operational policies.
- Safeguard the organisation against realised risk, including financial loss and fraud, by maintaining a strong controls environment.
- Ensure compliance for all statutory and legislative requirements and apply rigor to reconciliation and accounting practices to ensure revenue is recognised and recorded in accordance with accounting standards.
- Prepare and manage all aspects of the year end process including acquittals on individual funding agreements.
- Oversee the financial aspects of grant applications, including budget preparation and compliance reporting.
- Maintain complete and accurate records and documentation to support grant-funded projects.
- Work with the executive team to develop long-term financial strategies that align with the organisation’s

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mission and goals.

- Provide financial insights to support strategic decision-making.
- Liaise with external auditors to schedule and complete the interim and annual audit.
- Develop managers understanding of compliance implications for growth initiatives by providing information and assistance with grants, fundraising licensing, DGR, and reporting obligations in accordance with regulatory bodies including the ACNC.
- Providing high quality data and financial information to meet the needs of the Finance, Audit and Risk Management Committee and Board (as required).

**Organisational Change:**

- Demonstrate thought leadership in contemporary financial management and organisational performance, sharing insights and recommendations with stakeholders to inform future direction
- Partner with fellow managers and the executive to implement organisational change effectively
- Model inTouch’s values in the leadership of the finance team and contribute to building a positive organisational culture
- Be prepared to challenge the status quo and initiate opportunities to streamline business and financial processes
- Development, implementation and review of the organisation’s financial policies, systems and standard operating procedures.

**People Management and Team Leadership:**

- Build, lead, and coach the finance team to deliver business outcomes effectively and efficiently, embedding a commitment to continuous improvement and innovation and best-practice financial management.
- Develop team and individual work plans that align with the operational plan, and strategic direction.
- Mentor and actively support individual professional development.
- Provide direction, support and constructive feedback to direct reports, sharing knowledge and encouraging learning and professional development as individuals and as a team.
- Drive the implementation of the operational plan within the finance team, working together with other functional areas within corporate services to enable the whole division to meet their deliverables. As the leader of the finance team, prepare monthly management reports and dashboards and as required.
- Provide back-up support for Finance functions as required.
- Ensure a safe work environment and compliance with inTouch policies, procedures and legislation relating to work health and safety and wellbeing.
- Lead and model service excellence.

**Other**

- Any other duties as required by the Chief Operating Officer from time to time.

**EXTENT OF AUTHORITY**

All expenditure on behalf of inTouch must be aligned to the Delegations of Authority.

**KEY SELECTION CRITERIA**

**Essential / Desirable:**

- Min 5+ years’ professional experience as a manager in a finance or management accountant role.
- Tertiary qualifications in accounting and/or finance coupled with current CPA / CA.
- Demonstrated experience overseeing grant and/or funding administration in a for-purpose (NFP) environment.

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- Experience in preparing and presenting high-quality financial and management reports for Executive Team, Finance Audit and Risk Management Committee and the Board, providing an appropriate balance of qualitative and quantitative information to inform decisions.
- Proven ability to engage collaboratively and build strong partnerships with a variety of stakeholders from diverse backgrounds.
- Effective verbal and written communication skills with the ability to translate technical, financial information into laymen’s terms.
- Advanced excel skills to build complex financial models and workpapers and undertake meaningful financial analysis.
- Strong computer literacy with confidence using Microsoft 365 and proficient in MYOB AccountRight and Xero.
- People leadership experience in a culturally diverse environment.
- Experience supporting Board and Sub Committees.

**Personal Attributes**

- High ethical standards and alignment to inTouch values, acting with integrity and maintaining confidentiality.
- A change agent, with a commitment to continuous improvement and innovation.
- Solutions-focused with a curious mind and a natural problem-solving ability.
- Pro-active and accountable, leading with emotional intelligence and the ability to provide constructive feedback and have challenging discussions to support progress.
- Highly organised, detail oriented and outcomes driven.

**SPECIFIC RESTRICTIONS/CONDITIONS**

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours.
- Must be physically capable to carry out administrative duties, including extended periods of computer use.
- Participate proactively in organisational initiatives.
- Support other team members in periods of high demand and during periods of absence.

**CONDITIONS OF EMPLOYMENT**

- The terms and conditions for this position, including remuneration and leave entitlements, is based on the inTouch Enterprise Agreement and is negotiable depending on experience.
- Salary packaging and flexible working arrangements may be provided subject inTouch Policy.
- The successful applicant will be required to undergo satisfactory pre-employment checks, including two reference checks, a national criminal records check, working with children check, international police check (if applicable), proof working rights in Australia and any specified qualifications.
- The successful applicant will be required to sign a Confidentially Agreement and Agreement to adhere to the inTouch Code of Conduct.
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.

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## PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

## APPLICATION PROCESS

To apply, please provide a copy of your current CV and a brief cover letter outlining your interest in working with inTouch in this position, as well as your key skills and experience that align with this role.

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