Position Description

Manager Finance Systems

Classification:	Executive Level 4 (EX04)
Business unit/department:	Finance
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☒ Heidelberg
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	38
Reports to:	Associate Director – Finance Systems & Transformation
Direct reports:	3
Financial management:	Level 6
Date:	October 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

Reporting to the Associate Director - Finance Systems and Transformation, the Manager Finance Systems provides leadership and direction to the Finance Systems Support team and plays a key role in Finance's digital transformation program.

The role is responsible for:

- Managing and administering all Finance systems and interfaces
- Driving customer focused end user support and training
- Developing a strong working relationship with IT and system support suppliers
- Managing system support service contracts and monitor SLA KPIs
- Working collaboratively with the business to develop and implement best practice and fit for purpose system processes
- Leading Finance system upgrades and project implementations

- Maximising system automation

This is a critical role connecting the business stakeholders/users and finance systems to ensure business and system processes are aligned and enables optimal performance.

About the Department

The Finance Department provides services covering: Management Accounting (incorporating budgeting and financial analysis), Finance Systems, Revenue Services and Financial Accounting (incorporating Accounts Payable, Accounts Receivable, Capital, Sundry Debtors, Cash Management and Investments).

The Finance Department is located in Heidelberg, with some functions such as cashiering provided at the Austin campuses.

Position responsibilities

Role Specific:

- Provide team leadership, direction and management
- Administration and maintenance of the financial systems including all interfaces
- Manage finance systems supplier contracts and services
- Manage the administration of user access for the relevant Finance systems
- Manage the Finance System Support Desk (Jira) to ensure delivery of KPIs, as well as monitor for emerging trends and proactively engage with key stakeholders to address root causes
- Provide specialist and organisation-wide systems training with business owners where appropriate
- Drive the resolution of system issues with internal and external stakeholders, including IT Services
- Lead and drive end to end system upgrades and project implementations
- Monitor finance system controls and advise governance deficiencies and opportunities
- Develop, implement and manage efficient processes for FSS including change control and user access
- Work closely with stakeholders to design, document and review functional and technical specifications
- Develop a strong working relationship with business stakeholders, IT and external system support suppliers
- Represent the Finance team in IT-related forums/projects which affect Finance systems
- Drive a culture of best practice system design and configuration, working closely with internal stakeholders and software providers to review and design Finance system workflows to ensure that systems remain efficient, fit for purpose and meets operational needs whilst maintaining robust internal controls.
- Perform other duties as required

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse): http://oppic/
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks.
- Comply with the Code of Conduct.

People Management Roles:

- Ensure clear accountability for quality and safety within the department
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk management system is functional
- Be aware of and comply with the core education, training and development policy

Selection criteria

Essential Knowledge and skills:

- A commitment to Austin Health's values: Integrity, Accountability, Respect and Excellence.
- Relevant tertiary qualification in commerce, business, finance, accounting or information systems or relevant degree.
- Demonstrated experience in leading a team.
- Demonstrated highly developed knowledge of Accounting, Finance and Supply chain functional and system processes.
- Demonstrated experience in managing and administering ERP systems, processes and configuration. (Oracle)
- Demonstrated experience in managing and administering Financial analytics and reporting systems.
- Demonstrated knowledge and experience in the development and administration of system integrations.
- Demonstrated ability to manage and perform system upgrades.
- Demonstrated experience in the use of a support ticketing system for KPI reporting and monitoring emerging trends.
- Demonstrated ability to prioritise workload.
- Demonstrated experience and advanced computer skills in a Windows environment.
- Advanced problem-solving skills and ability to develop innovative solutions to problems.
- Demonstrated experience in Finance systems replacement/implementation projects.
- Highly developed interpersonal and communication skills.
- Ability to adapt communication style to non-technical system users through to IT specialists.
- Demonstrated ability to drive continuous improvements across the team or organisation.

Desirable but not essential:

- Experience in the implementation of an ERP or a Finance related system
- A sound working knowledge of Structured Query Language and Crystal Reports.
- Good working knowledge of Oracle Fusion ERP, PBRC (Power Billing Revenue & Collection), MagiQ.
- A sound understanding of clinical systems and applications that integrate with the ERP.

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety
Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment
We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.