



CHIEF FINANCIAL OFFICER

JOB & PERSON SPECIFICATION

SEPTEMBER 2021

Position Description

Job Title:	Chief Financial Officer (CFO)
Main Objective:	<p>This role is a strategic partner accountable for leading and creating value across ACH Group. A role model of commercial mindset and collaboration this role will continue to transform the finance of the organisation, shape portfolio strategies, undertake major investment and financing decisions and communicate with key stakeholders.</p> <p>The CFO play's a crucial role in aligning stakeholders so everyone sees value creation through the same lens and promotes the use of the function to test new ideas and set best practices.</p>
Reporting Relationship:	Chief Executive Officer
Budget:	As per delegation of authority
Direct Report:	This position includes the supervision of up to 5 direct reports

ACH Group believes that growing older is a journey, not a destination. We think of it as turning a new page.

We are here to listen to what is important to people so that we can help them navigate the range of opportunities available to build a good life. We offer advice and support for people to choose the life they want to live, where and how they want to live it and, we love what we do. We believe that older people should feel valued, respected, connected in their communities and in control of their lives.

ACH Group celebrates diversity and welcomes everyone as an individual, acknowledging and respecting all cultural backgrounds, religious and spiritual beliefs and practices, sexual orientation and gender identity.

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Key Result Areas

1. ACH Group Strategy

- Actively contribute to the financial and strategic performance of the Organisation
- Safeguard and enhance the organisation's reputation with stakeholders
- Actively contribute to the effectiveness and cohesion of the Executive team
- Collaborate with the Executive team and/or the most relevant portfolio lead to ensure the delivery of ACH Group strategy
- Proactively contribute to the strategic direction of the organisation as the key financial adviser to the CEO and Board

2. Customer Experience

- To drive a customer centric organisation ensuring the customer is at the heart of ACH Group
- To help embed a customer solving environment
- Lead the delivery of quality services that positively impact on Customer Satisfaction
- Ensure all staff understand and are motivated and engaged by the vision and values of organisation
- Facilitate a service that enables a seamless customer journey throughout the organisation

3. Strategies and Business Models

- Determine which strategies and business models create the most value
- Lead strategies to fund corporate growth and maximise long-term value via active portfolio management including the development of the significant property portfolio
- Develop innovative financing strategies that build value
- Ensure corporate strategy is explained to external stakeholders and manage performance expectations
- Ensure preparation of management reports for Board and Executive management and that key business drivers are understood and reported
- Design a financial communications strategy that reflects performance
- Provide financial modelling and reporting to business units as required to support decision making insights
- Oversee and manage the strategy and execution of strategic procurement and contract management functions
- Conduct commercial analysis and financial modelling to build strong business cases and support key decisions regarding both bottom line and balance sheet

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4. Practices and performance

- Ensure performance measurement and management via application of rigorous analytical tools and methodologies that assess business value and performance
- Ensure participation in benchmarking studies and measure organisation performance in line with industry benchmarks
- Optimize and continually review practices and performance of the business unit to drive productivity and effectiveness
- Embrace the opportunities provided by big data and advanced analytics
- Provide oversight and ensure that effective financial management systems are maintained in line with best practice
- Capture and utilise reliable data to inform budgeting and forecasting and ensuring sound governance and board reporting

5. Structure and Capability

- Enhance the structure of the function to enable greater focus on business support and value creation
- Help shape the talent strategy and develop the team through capability-building
- Develop a culture of excellence in financial, procurement and transactional service leadership within the team and across the broader ACH Group
- Promote and lead a 'learning culture'
- Establish and maintain effective communication and consultation processes within the team to enable a positive work environment
- Help define the role, responsibilities, and agenda of the CFO role of the future, including the role of working with the leadership team and the board and leading enterprise-wide initiatives
- Maintain and enhance important relationships with key internal and external stakeholders

6. ACH Group Finance & Procurement Operations

- Oversee the development and monitoring of ACH Group's financial planning, forecasting, modelling and budgets
- Engender a best practice approach for undertaking responsible accounting practices, projections, budgeting, auditing & financial management
- Manage the annual acquittals and the statutory reporting process in line with relevant statutory accounting and legislative requirements
- Provide financial advice in relation to the development of strategies and effecting mergers & acquisitions

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- Provide leadership, mentoring and development to the finance, payroll and procurement teams ensuring effective use of technology and driving continuous improvement

Proactively support Chief Executive Officer to achieve organisational objectives, goals and outcomes.

You may be expected to undertake other duties as are within your levels of working in accordance with ACH Group organisational principles.

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LOVE WHAT
WE DO



TAKE
ACTION



CELEBRATE
UNIQUENESS



PUT OUR HANDS UP
FOR CHALLENGES

Selection Criteria

Essential Qualifications and Registrations

- Post Grad MBA and CPA or CA member
- A satisfactory National Criminal History Record Check that complies with ACH Group Policy no older than 12 months at commencement of employment
- A satisfactory NDIS Worker Screening Check that complies with ACH Group guidelines
- Hold a current driver's licence, that complies with Australian licencing laws and regulations
- Flu and COVID-19 vaccination as per government regulations

Essential Experience:

- Deep understanding of the finance function and expertise in corporate strategy and values-based management
- Demonstrated capability in transforming a business to a new operating model
- Extensive experience in working in an environment that has transformed from regulated to deregulated

Key Relationships

Division: CFO

Department/Site: Based in Head Office

This position will be required to travel frequently within South Australia and may be required to travel interstate

Key Relationships:

Executive, Heads of, Managers and key employees
Financial Institutions and investment advisers
ACH Board & Sub-committees
Major customers
External auditors
Government, politicians and industry stakeholders
Internal & external key stakeholders, major suppliers, related entities, regulatory bodies

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Customer focus

- Builds a strong team commitment to Good Lives and customer service
- Develop deep expertise to effectively guide team members and inspire customer satisfaction
- Monitor customer satisfaction and actively seek information to proactively resolve issues
- Provide practical tools and training to support employees to enable Good Lives for our customers

Communicates a compelling vision & sense of purpose

- Provides clear vision of ACH Group future success that is compelling and engaging
- Believes in the vision and inspires confidence in the vision
- Talks about possibilities; is optimistic about the future
- Builds and coaches team expertise. Encourage direct and open conversation; involve others in resolving issues or developing new ideas
- Clearly articulates to the team ACH Group point of difference and value

Leading and Engaging Others

- Provides clarity through regular communication
- Delegates; pushes tasks and decisions down without deferring responsibility
- Supports team members, especially during difficult times
- Gives specific constructive feedback for developmental purposes
- Effectively manage performance issues within the team as soon as they occur
- Regain focus quickly after a setback within the team

Takes accountability for delivering results

- Identifies clear work priorities for the team
- Expresses determination to do the task well or right
- Sets stretch goals/targets (challenging-but achievable) with relevant metrics for self and others; works hard to meet them
- Sets out to achieve something that has not been done before
- Recognise the achievement of team milestones and results

Leads Collaboration and Partnerships

- Has high visibility as a leader beyond locational boundaries
- Seeks input and genuinely values input, expertise and experience of others
- Asks others for views and opinions when making decisions and plans

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- Considers the impact of decisions/priorities for other business units
- Supports wider ACH Group initiatives
- Puts the goals of ACH Group ahead of individual needs/wants

Leads Change

- Displays openness and resilience to change
- Inspires others to change and acts to make change happen
- Listens with an open mind to others when they propose new solutions and different ways of doing things
- Encourages others to be flexible and understand impacts and benefits of change
- Is enthusiastic and energetic about change
- Presents the business case for change

Business Acumen

- Works as directed towards financial goals – doesn't waste financial resources
- Works to achieve budget or control cost
- Understands costs and profit drivers of their own business unit and how their area contributes to ACH Group broader commercial success
- Demonstrates how resources (time, materials, FTEs etc) link to commercial outcomes.
- Mobilises resources to capitalise on present and future opportunities
- Looks at external benchmarks to drive results for customers and business improvements

Wellbeing and Resilience

- Displays Positive Emotions and role models to team members
- Stays calm, focussed and engaged in a variety of situations
- Applies interpersonal problem solving to maintain and build meaningful relationships.
- Able to grow through difficult situations and benefit from adversity
- Capitalises on strengths on others and self

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WHS Knowledge and Application

- Ensure that the work, for which they are responsible, is carried out by staff in their charge in accordance with ACH Group Health, Safety & Injury Management policies and procedures by providing adequate supervision and monitoring of activities

Quality and Continuous Improvement

- Actively seek to understand polices procedures and associated instructions that enables ACH to not only meet expectations, but exceed them at every opportunity for our Customers
- Encourage staff to take ownership of the quality management system through the provision of timely feedback and/or suggestions to improve existing work practices
- Remain accountable and transparent to ensure compliance with relevant legislation regulations and contractual arrangements, participating in reviews monitoring and measurement activities in accordance with contractual, legislative and internal requirements

Connecting with the Work Environment

- Confident and able to perform aspects of Computer/Digital Literacy relevant to enable connection with ACH Group and connection with the customer
- “Model” the behaviour, skills and expectations of the organisation in connecting to the work environment to manage business, workforce and client information
- Encourage your workforce to use technology to source information and use tools independently and proactively
- Enable your workforce to access information in real time

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ACH Group Culture Elements and Supporting Behaviours

Love What We Do

We love learning and inspiring others.
As well as making an impact it brings out our best
and the best in those around us.

Enthusiastic	Shows keen interest and excitement, brings energy and passion.
Genuine	Is authentic, real, natural, honest and positive.
Empathetic	Pays attention to, watches, considers and treasures.
Smiling	Puts on a happy expression, beams, laughs and grins.

Take Action

We listen, then act with ownership.
We always step in at the earliest opportunity
with reliability and accountability.

Works effectively as a supportive team member	Is active, functioning, engaged and encourages the group, unit or partners.
Positive and Proactive	Is beneficial, helpful, constructive, forward-looking and a productive initiator of change.
Is observant	Is alert, watchful, sharp-eyed and perceptive.
Provides accurate and timely information	Offers precise, correct, true, authentic facts, advice, reports or instructions as soon as possible.

Celebrate Uniqueness

We value diversity, and act with integrity to ensure
that everyone is recognised, respected and heard.

Actively listens	Fully concentrates, focuses, take notices and is able to restate or paraphrase what has been heard to confirm understanding.
Respectful	Is courteous, well-mannered, humble and considerate.
Good	Displays competent, skilled, useful and reliable sharing and exchange of information or ideas.
Open mindset	Embraces challenges, learns from feedback, seeks feedback from others and is open to new ideas.

Put Our Hands Up For Challenges

We see each challenge as a positive opportunity
to use our initiative to stay a step ahead.
We don't settle for the status quo.

Uses initiative	Is eager to do something, shows drive and 'get-up-and-go'.
Is flexible	Is pliable, bendable, able to stretch and adjust.
Deals with issues	Handles or negotiates questions, concerns or problems to a conclusion, closes the loop.
Recognises hazards	Identifies, notices or remembers danger, risk or threat.

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CELEBRATE UNIQUENESS



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HOW TO APPLY

Applications should be addressed to Andrew Reed and Justin Hinora. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.