

POSITION DESCRIPTION



Position Title:	Chief Financial Officer / GM Corporate Services	
Reporting To:	CEO	
Department:	Office of CEO	
Number of direct reports:	4	
Total No. of Staff:	55 (includes Hyde Park Inn)	
Financial Responsibility	Expense Budget (pa):	\$2m
	Expense Authority:	\$150,000

Organisational Environment

RSL NSW is a member-based veterans' charity, founded in 1916. For over 100 years, we have supported veterans and their families through effective advocacy, camaraderie and commemoration. RSL NSW also connects veterans and their families to specific support services through our network of 314 sub-Branches around New South Wales and through our partner charity RSL LifeCare, which provides support with DVA claims and advocacy, financial and housing assistance, counselling, homelessness, employment and training, wellbeing through equine therapy and community support.

RSL NSW is implementing its Strategic Plan for 2021 – 2026 (see below and <https://www.rslnsw.org.au/members-suite/strategic-plan-development/>) to realise its vision of ensuring by 2026 that every veteran in NSW knows what the RSL stands for, what it does and wants to be involved as member. RSL NSW is making a \$12m plus investment in its future to achieve this vision.

The implementation of the Strategic Plan's initiatives will be managed as a program of projects to ensure that the members' benefits are achieved in a pragmatic, timely and commercially efficient manner. The Program is arguably the largest change initiative RSL NSW has undertaken in the last 50 years and is essential for it to remain a relevant and effective advocate for veterans in NSW.

Purpose of Role

The Chief Financial Officer / General Manager Corporate Services (CFO) provides oversight and management of the finance, facilities, information systems, people and culture, risk and compliance functions.

The CFO is a key member of the Executive and leads the financial and operational strategy for the organisation, which includes cash flow management, long-term financial planning, timely and accurate reporting of financial results, development of the financial sustainability strategy, KPIs and ongoing improvement and monitoring of RSL NSW's systems, processes and policies.

Key Responsibilities

Financial Strategy & Planning

- Play a key role in the implementation of RSL NSW's strategy and, act as the Sponsor for the Business Model project and initiatives within the RSL NSW 2021-2026 Strategic Plan
- Identify and implement RSL NSW's financial strategies which positions the organisation for growth and sustainability aligned with the future direction and strategy of the organisation
- Manage the effective delivery of the budgeting process, aligning budgets to strategy and strategic objectives, and identify opportunities for improvements in the budgeting process
- Identify broader opportunities within the organisation to contribute to initiatives aimed at strengthening RSL NSW's capability to improve the delivery of its strategic plan and strategic objectives

Financial Management, Support & Advice

- Provide financial advice and analysis to the CEO, leadership team and RSL NSW Boards on all strategic and operational aspects of financial management
- Oversee the preparation of - and where appropriate - prepare, financial analyses and proposals for change, initiatives and special projects and business cases
- Ensure the Finance team acts as a valued business partner

Financial Reporting

- Manage and deliver quality and timely financial management reporting for the organisation, including monthly financial reporting, budgeting and forecasting and ad hoc as needed
- Prepare annual statutory financial statements and overseeing statutory financial reporting in accordance with relevant accounting standards and guidelines
- Presentation of financial results and insights to leadership team, Audit & Risk Committee (ARC), the Boards, District Presidents Council (DPC) and other audiences as required
- Manage and oversee the company's financial systems, ensuring accounting systems and processes are up to date, maintained and delivering outcomes

Financial Risk Management and Compliance

- Ensure that the RSL NSW and its related parties meets its financial and legislative requirements as they relate to the CFO duties and responsibilities
- Ensure an appropriate internal control framework supported by relevant financial and risk management policies including organisational compliance to the Delegations Policy as they relate to the CFO duties and responsibilities
- Oversee Accounts Payable, Accounts Receivable, Tax, Treasury, Payroll, and the Accounting functions in accordance with relevant accounting standards and external requirements
- Manage the External Auditor relationship and ensure the organisation is compliant with accounting standards
- Maintain, monitor and report financial risks, taking into account internal and external factors affecting the sector, and develop mitigation strategies
- Oversee and ensure all payroll responsibilities, including the timely and accurate payment of wages,

and communication regarding pay conditions arrangements and regulatory requirements are met

Treasury and Investment Management

- Manage and oversee cash flow and ensuring appropriate controls are in place to effectively monitor, forecast and manage cash flow, investments, terms deposits and cash
- Ensure compliance with the Investment Policy Statement and the Financial Management Policy
- Manage and oversee the company's terms deposits, cash and banking arrangements
- Develop and maintain effective stakeholder relationships with Investment Advisers and relevant financial partner organisations

Information Technology

- Responsible for all RSL NSW IT strategy and systems, including all upgrades and implementations
- Ensure network security and oversee the delivery of managed services provided by the external party
- Ensure appropriate training is provided to all employees, including training on Cyber Security
- Regularly review IT risks and report them to the Audit and Risk Committee

People and Culture

- Apply expert knowledge of HR generalist functions regarding employee engagement and development, performance reviews, employee relations, WHS, equal opportunity and diversity, recruitment, retention and organisation metrics
- Ensure the smooth and timely delivery of all recruitment, onboarding and offboarding processes

Property

- Oversee the operation of the Hyde Park Inn
- Ensure the office environment is maintained to a high standard, including lighting, access, cleaning
- Develop property related proposals for the RSL NSW Board and the ANZAC House Trust Board of Management to consider

Risk and compliance

- Maintain the risk management framework, including updating the risk appetite statement with the Board, to inform decision making within the organisation
- With the leadership team, identify risks across the organisation and report the risk register and associated documents to the ARC and the Board
- Develop and maintain policies and procedures relevant to finance and corporate services
- Maintain the sub-Branch online compliance annual report and make recommendations for changes to reflect the reporting environment
- Support the review and development of policies and standard operating procedures relevant to the sub-Branches and act as an SME as required

Procurement

- Oversee commercial decision making from tender analysis, margin analysis, pricing analysis and review

of contracts

- Conduct reviews of service delivery partners and make recommendations for renewal or market tenders as appropriate

Providing effective and visible people leadership

- Create structures that facilitate a cohesive and effective working executive relationship which sets a positive workplace culture and frameworks to meet operational and strategic outcomes
- Recruit, train, develop, and provide effective people leadership to direct reports and the broader team
- Support continuous improvement of RSL NSW culture and employee engagement
- Role model RSL NSW's values and lead a continuous improvement culture

Safety, Health and Wellbeing

- All staff are required to comply with workplace policies (as amended from time to time) and especially the Work Health & Safety (WHS) Policy, including working in accordance with the WHS
- Report to the Audit and Risk Committee on the WHS metrics on a quarterly basis
- Demonstrate due diligence in a proactive and positive manner to show they have taken reasonable steps to ensure health and safety is managed as required as an Officer under the WHS Act

Key Working Relationships

Position Title / Group (Internal)

Nature of Work and Purpose

CEO

The CFO reports to the CEO

Leadership Team

The CFO provides advice on financial, operational and strategic matters to support the leadership team in decision making

RSL NSW Board and Committees

The Board provides governance oversight of the organisation and is focused on the achievement of the strategic plan. The Board are accountable to the members. The CFO is the responsible Executive for the Audit and Risk Committee, ANZAC House Trust, Nominations Remuneration and Performance Committee (with the CEO) and the Fundraising Committee

District Presidents' Council (DPC)

The DPC acts to advise the Board of member feedback, through sub-Branch representation. The CFO will be required to report various initiatives to the DPC and to advise on matters, including the review of policies and standard operating procedures focused on finance, risk, compliance.

Group (External)

Nature of Work and Purpose

Auditor

The CFO is responsible for managing the external audit relationship

Regulatory bodies	The CFO is responsible for the relationship with the ATO and supporting the Company Secretary with ACNC obligations
Investment Manager	The CFO will manage the relationship with the Investment Manager and ensure service delivery meets the services agreement
Other Service Providers	RSL NSW outsources its IT, Payroll and some people and culture functions The CFO is also responsible for the banking and other financial platform relationships

Selection Criteria - Essential

- Demonstrable experience in a similar role (5+ years)
- CA, CPA or similar qualification (10+ years post qualification experience)
- Experience leading multi-disciplinary teams
- Understanding of complex governance environments

Selection Criteria - Desirable

- Not-for-profit or member-based organisation experience
- Program Sponsor experience

Key Success Factors

- Engages with stakeholders with humility and influence to foster support for strategic and operational decisions
- Develops the financial strategy of the organisation and ensures complete transparency over its financial performance
- Identifies key risks and develops mitigants and effective controls to keep risks within appetite
- Develops trust through transparency and accountability
- Adapts delivery of financial information to suit the needs of the audience
- Uses data to support financial, strategic and operational decision making
- Makes decisions on complex and sensitive issues where there may be no readily available source of advice and guidance and outcomes may break new ground for the organisation.



STRATEGIC PLAN 2021-2026

OUR VISION

By 2026 every veteran* in NSW knows what the RSL stands for, what it does, and wants to be involved as a member.

RSL NSW FOUNDATIONS

What is the RSL built upon?
Commemoration | Welfare
Mateship | Advocacy

OUR MOTTO

One RSL—
working together,
delivering locally.

RSL VALUES

The values and pillars underpin the RSL NSW Code of Conduct which sets the tone and expectations of members. Members are renowned for community leadership and the community recognises the brand and what it stands for.



Respect



Teamwork



Courage



Trust

	Goal 1	Goal 2	Goal 3	Goal 4	Goal 5	Goal 6
Phase 1 2021-22	Stand for veterans and their families.	Tell our story so everyone knows what we do and why we do it.	Grow membership to support each other and have fun and help all veterans and their families in need.	Through collaboration and support, connect veterans to services.	Implement an optimised and sustainable operating business model.	Commemorate and pay respect.
Phase 2 2023-24	11	9	10	6	16	4
Phase 3 2025-26	Key Outcomes RSL NSW will effectively advocate for veterans and facilitate training for members to seamlessly connect veterans and their families to services and products.	Everyone in the community knows what the RSL is and does for veterans, and promote the RSL as the leading advocacy service for Australian veterans.	New members join RSL NSW as they want to help veterans, enjoy camaraderie, participate in interactive sub-Branch events, competitions, and programs.	RSL NSW is the leading veterans' charity and its catalogue of services shows the benefits of collaboration by veterans in need rapidly accessing services regardless of where they are located.	RSL NSW sub-Branches and ANZAC House working collaboratively to implement the goals of the Plan to ensure a sustainable future for the organisation.	RSL NSW sub-Branches are provided with a suite of resources to remain the leader of commemorative and educational activities.

*A 'veteran' is any person who is serving in the ADF, or has served in Australia's or allied armed forces.