

Position Description

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| Position Title: | Finance Manager |
| Department: | Finance |
| Reports to: | Chief Executive Officer |
| Industrial Instrument: | Social, Community, Home Care & Disability Services Industry Award 2010 |
| Supervisory Responsibilities: | Refer to Organisation Chart |

1.0 Our Organisational Vision and Mission

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| Vision: | Rethink Brain Injury. Change society. |
| Mission: | Ensure the rights of people impacted by brain injury, by connecting knowledge, policy, services and systems. Synapse is Australia's voice of brain injury. We use our voice to create awareness, education, support, and advocate for people living with brain injury. The impact of brain injury often causes or amplifies difficulties with mental health, lack of housing, connection with the justice system, family and domestic violence, and can limit employment opportunities. Synapse's work addresses these underlying issues through knowledge and training, community engagement and tailored informational tools. The team at Synapse are diverse in our life experiences and believe that lived experience is central to understanding these difficulties. |
| Values: | We listen to understand. We build relationships. We are courageous. We are here for each other. We are creative. |

2.0 Position Purpose

The Finance Manager is responsible for the management, budgeting, reporting, and applicable financial compliance functions - including financial risk identification and mitigation of the organisation. This role plays a critical part in supporting the strategic and operational decision-making of the leadership team, ensuring the organisation's financial health, sustainability, and compliance with all regulatory obligations, including ACNC and ATO requirements.

3.0 Duties and Responsibilities

Financial Management & Reporting

- Prepare timely and accurate financial reports for management, the Board and relevant sub committees.
- Develop and manage budgets, forecasts, and financial models.
- Monitoring, reporting on financial performance, identifying variances or trends and undertaking corrective actions as required.
- Manage cash flow and oversee banking arrangements.

Compliance & Risk

- Ensure compliance with Australian Accounting Standards, ACNC, ATO, ASIC, and other regulatory requirements.
- Oversee the preparation and submission of BAS, FBT, payroll tax, and annual financial statements.
- Coordinate the annual external audit and liaise with auditors as required.
- Maintain and update finance policies and internal controls.

Grants, Funding & Donor Reporting

- Actively contribute to establishment of funding applications through providing financial oversight of costing and pricing.
- Track and report on grant expenditure and acquittals.
- Ensure restricted and designated funds are appropriately managed and reported.

Payroll & People and Capability Support

- Oversee payroll processing and related statutory obligations (e.g., superannuation, STP, leave entitlements, Services Australia, WorkCover and Access Pay).
- Liaise with relevant internal stakeholders or external providers to ensure accurate employee entitlements and reporting.
- Ensure alignment of financial planning and payroll practices with current employment laws and legislative changes – and reflected in Synapse Policy and procedures.
- Maintain expert understanding of Modern Awards i.e. SCHADS Award and Synapse Enterprise Agreements to ensure accurate budgeting, cost control, and adhering to legal and ethical standards when managing financial aspects related to employees. Lead financial modelling to support the development of workforce planning scenarios that enhance sustainability and alignment with strategic and operational goals.
- Ensure rigorous audit preparation and workforce cost reporting, promoting transparency, accuracy, and accountability across internal and external stakeholders.

Systems & Process Improvement

- Maintain and improve finance systems, accounting software (e.g., MYOB, Xero, WorkDay, Lightyear), and reporting tools.
- Drive improvements in financial processes and cost efficiencies.

4.0 Quality Management

- Support a positive organisational culture that promotes continuous improvement and innovation within our services.
- Ensure the completion of relevant documentation and records to ensure the effective monitoring and compliance with the Quality System.
- Recognise and communicate suggestions for improvement including customer complaints and feedback on Synapse services.
- Contribute to the effectiveness of improvement initiatives through compliance with Quality Management System policies, Audit recommendations, corrective and preventative action plans and their ongoing review.
- Comply with the relevant Disability Standards and their objectives.
- In addition, the role shall identify and implement systems, policies and processes for the Finance function which will improve financial monitoring, accountability and growth across the organisation.

5.0 Leadership

- Deliver excellence in service quality.
- Uphold the organisational values and codes of practice.
- Lead with transparency, accountability and sound governance.
- Ensure compliance with all relevant statutory and safety requirements.
- Manage and optimise resources responsibly and efficiently.

6.0 Professional Development

- Must ensure compliance with the annual mandatory training requirements.
- Initiate and participate in continuing professional development activities relevant to the position and subject to manager/coordinator approval.
- In conjunction with the manager/coordinator; produce a development plan as part of the annual performance appraisal.
- Demonstrate involvement in relevant work-related training and education to ensure job skills and compliance are maintained.
- Actively participate in relevant professional organisations / associations.

7.0 Workplace Health and Safety

Synapse views the safety of its workers, clients and the surrounding environment as a responsibility of all and is essential to our 'Zero Harm' approach. It is also essential to our long-term success.

Workers must take reasonable care for their own health and safety while they are at work and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons in the workplace. They must comply, so far as they are reasonably able, with any reasonable instruction given by management and co-ordinators, as well as co-operating with any reasonable Synapse policy or procedure which relates to workplace health and safety. On a day-to-day basis, this includes:

- To the extent of the worker's control or influence over working conditions and methods, taking reasonable care to work safely.
- Ensuring that the work area is safe when leaving it.
- Making proper use of all appropriate safeguards, safety devices and personal protective equipment.
- Following agreed safe working practices and rules.
- Reporting all known hazards, accidents and incidents as soon as possible.

8.0 Equal Employment Opportunity

The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:

- Supporting a workplace free from bullying, discrimination and harassment.
- Ensuring activities and practices prevent and eliminate unlawful discrimination.
- Promoting merit and equity in the workplace.
- Contributing to the successful management of diversity in the workplace.
- Co-operating and participating, as required, in any relevant complaints processing and attending and/or facilitating supervision and performance management meetings, regarding EEO matters.
- Acting and making decision in alignment with the principles of the Queensland Human Rights Act 2019.

9.0 Organisation Policies & Procedures

- Abide by all Synapse policies, procedures and the Synapse Code of Conduct
- Maintain currency of knowledge and practice within the specified policies, procedures, and regulations applicable to the position and as amended from time to time.
- Keep abreast of relevant legislation, regulation and standards and must ensure that policies, procedures and work practices within their scope and area of responsibility are updated accordingly.

10.0 People Management

- Build a high-performing team and proactively manage the performance of direct reports to reach their full potential
- Cultivate a positive team environment that promotes strong engagement, satisfaction, and long-term retention.
- Champion staff growth by identifying meaningful learning and development opportunities, while ensuring qualifications and registrations remain current and aligned with role requirements.
- Partner with People & Capability team to ensure the effective management of the employee experience, across the employee lifecycle.
- Lead with integrity and enthusiasm, consistently role modelling Synapse's values and bringing a committed, enthusiastic approach to every interaction.

11.0 Qualifications and Experience

11.1. Essential

- Degree-qualified in Accounting, Finance, or related field.
- CPA or CA qualified.
- Minimum 5 years' Senior Leadership experience in a similar finance or accounting role preferred.
- Strong commercial acumen.
- Demonstrated understanding of financial management in the not-for-profit or charity sector.
- Experience with working with NDIS.
- Working knowledge of Australian accounting standards and regulatory compliance.
- Proficiency in accounting software (e.g., Xero, MYOB) and Microsoft Excel.
- Proficiency with payroll software and STP (e.g. Sage)
- Excellent analytical, communication, and stakeholder engagement skills.

11.02 Desirable

- Experience with grant reporting and funding acquittals.
- Familiarity with donor management or CRM systems.
- Experience working in or with small to medium-sized NFPs.

12.0 Compliance

- Right to work in Australia
- Criminal history screening positive notice including Blue Card (QLD), Yellow Card (QLD), or the ability to obtain
- National Police Clearance, or ability to obtain
- Australian Drivers Licence
- Compulsory Third-Party Insurance on private vehicle (if to be used for work purposes).
- Completed NDIS Quality and Safeguards Commission - 'Quality, Safety and You' NDIS Worker Orientation Module.

13.0 Key Performance Indicators

KPI 1: Actively demonstrate Synapse's Values in the workplace throughout day-to-day interactions with fellow employees, clients and all Synapse stakeholders.

KPI 2: Management of the end to end finance function in a timely manner and meet end of month timelines.

KPI 3: Identification, development and implementation of sound, documented operating procedures to support all finance functions that improve efficiency and mitigate risk.

KPI 4: Manage the department budget ensuring that income and expenditure are within budget, and any variances from budget can be justified and are reported back to your line Manager on a monthly basis.

KPI 5 Demonstrate collaboration and positive relationships across departments including contribution to building financial capability of other senior leaders

14.0 Approvals & Acknowledgement

Position Description Approved by:

Manager/Coordinator name: _____

Signature:

Date:

Position Acknowledged by:

I hereby confirm my understanding and acceptance of the position's responsibilities and accountabilities, as outlined in this position description.

Employee name: _____

Signature:

Date: