

Position Description

Position Title:	Head of Financial Operations
Position Number:	TBC
Classification:	STS 7
Division:	Corporate Services
Business Unit:	Finance
Reports to:	Deputy Chief Finance Officer
Location:	242 Exhibition Street, Melbourne/Hybrid

Position Purpose

The Head of Financial Operations is a senior role providing strategic and operational leadership to ensure the integrity, sustainability and customer-focused delivery of the Building and Plumbing Commission's financial operations and services. The role is accountable for the quality, accuracy and statutory compliance of financial processing and reporting, ensuring public funds are managed transparently, prudently and in accordance with legislative, accounting and government policy requirements.

Reporting to the Deputy Chief Finance Officer (DCFO), the role leads end-to-end financial operations, including transactional finance, accounting operations, debt recovery and finance systems. It drives consistent, high-quality practice through strong governance, effective internal controls and a focus on continuous improvement and operational excellence.

With deep technical expertise and a strong risk and compliance orientation, the role ensures adherence to relevant legislation, accounting standards and organisational policies, and identifies, manages and escalates financial risks and control issues. The role acts as a trusted adviser to the DCFO on complex financial operations and governance matters, and partners with key stakeholders to enable sound decision-making and deliver reliable financial services that support the BPC's objectives.

Through strong leadership and professional standards, the role builds a high-performing team culture that prioritises accountability, service excellence and collaboration, strengthens financial integrity and reduces organisational risk.



About the Building and Plumbing Commission

BPC is Victoria's regulator for building and plumbing.

It supports the growing Victorian community through the developments of harms-based regulation that is proactive and informed by data and intelligence. The BPC regulates for better consumer outcomes and is committed to safety, compliance and buildings that last.

The BPC's aim is to improve the experience for consumers in the building system by overseeing all aspects of building quality control – regulation, insurance and dispute resolution. The BPC aspires to be a leading and trusted regulator, emphasising consumer outcomes, clear communication with practitioners, efficient processes, and a commitment to public interest

The BPC brings key regulatory, dispute resolution, and insurance functions related to the building and plumbing industry together under one roof, streamlining the process for consumers and industry, and enabling the regulator to have oversight of all complaints so they can be handled more effectively and efficiently.

You can find further information about our role, annual reports, structure, careers and other activities at [BPC](#).

About the Division

Corporate Services

The Corporate Services division brings together core corporate functions to enable the organisation to deliver its regulatory functions.

The division partners across the organisation to provide integrated strategic, advisory and operational services across the following areas:

- **Assurance and Resilience** – leads assurance activities, risk-based review, and business continuity planning to strengthen organisational resilience.
- **Finance and Insurance** – provides financial stewardship, statutory reporting and compliance, budgeting and forecasting, and oversight of insurance performance
- **Projects, Procurement and Facilities** – delivers operational projects, procurement and contract management, and facilities and workplace services.
- **Security of Payment** – supports the administration and continuous improvement of security of payment functions, processes and reporting under the *Building and Construction Industry Security of Payment Act 2002*.
- **Technology Strategy and Reform** – sets technology and data direction and delivery oversight, including AI enablement, to drive digital reform and continuous improvement.

The Building & Plumbing Commission (BPC) is Victoria's new regulator for building and plumbing, you can find further information about our role, annual reports, structure, careers and other activities at [BPC](#).

Our Values

Do what's right:	Acting with fairness, respect and integrity.
Act with purpose:	Taking responsibility for actions, following through and owning the outcome.
Work together:	Working as one team sharing, supporting and aligning to deliver results.
Strive for better:	Always learning to get better outcomes.



Do what's right



Act with purpose



Work together



Strive for better

Key Accountabilities

1. Enterprise Financial Leadership

- Provide senior leadership and accountability for compliance in accordance with:
 - the *Financial Management Act 1994* and the Standing Directions of the Minister for Finance, including associated Instructions and Guidance issued by the Department of Treasury and Finance
 - applicable accounting standards, taxation obligations and whole of government financial policy
- Ensure high quality statutory and management financial reporting that supports organisational accountability, transparency and informed executive decision making.
- Lead and strengthen debt management and collection performance, including oversight of debtor management, monitoring of collection outcomes, setting effective collection strategies, and maintaining robust policies and control frameworks.
- Oversee treasury and investment management activities, including cash management and investment practices, to ensure liquidity, risk management and compliance BPC policies and whole-of-government treasury and investment requirements.

2. Financial Governance, Risk and Assurance

- Own and continuously strengthen the organisation's financial governance framework and internal control environment across revenue, expenditure, cash flow, investments, debt management and finance systems. Identify, manage and escalate systemic financial risks, control weaknesses and compliance issues, ensuring timely remediation and leadership visibility.
- Lead senior level engagement with internal and external audit, regulators and assurance providers, ensuring audit findings are addressed, implemented and maintained.
- Ensure revenue governance, delegations and segregation of duties are maintained in accordance with the Standing Directions of the Minister for Finance and the BPC Policies.
- Provide senior leadership, in partnership with the Head of Insurance Performance and Planning, and the BPC Actuary to:
 - Ensure accurate and forward-looking financial accounting for the insurance segment, including outstanding claims liabilities and unearned premium and unexpired risk provisions, in accordance with AASB 1023 (including new standards) and applicable revenue recognition requirements.
 - Provide insights and authoritative advice on the impacts of insurance accounting outcomes on the BPC and State's balance sheet.

3. Strategic Advice and Stakeholder Engagement

- Provide authoritative, practical and timely advice to the Deputy Chief Finance Officer on complex financial operations, governance, compliance and risk matters, including emerging accounting and policy changes and their implications for the BPC.
- Represent the organisation, under delegation, in engagements with key internal and external stakeholders, influencing outcomes in complex and sensitive environments.

4. Operational Leadership and Continuous Improvement

- Lead end to end financial operations, ensuring accuracy in transactional and accounting operations, revenue accounting, recognition, reporting and disclosures, debt recovery and finance systems, ensuring consistency, efficiency, service quality and control.



- Drive continuous improvement in financial processes, systems and controls to enhance efficiency, strengthen compliance and reduce organisational risk.
- Key lead in any upgrade of the finance system, payment gates, and integrations.

5. Leadership and Capability

- As a member of the Corporate Services leadership group provide strategic input and corporate leadership in matters of governance, change management, establishing program direction and business objectives.
- Effectively manage and provide strong leadership to a team of employees by:
 - leading and supporting individuals to achieve their potential and contribution to organisational goals and outcomes
 - modelling behaviours integral to good people management and departmental values driving performance and improvement.
 - managing and monitoring specific improvement objectives in annual improvement plans relating to the area of responsibility
 - setting professional standards and fostering a culture of accountability, integrity and service excellence

Key Selection Criteria

Knowledge & Skills

1. **Specialist Expertise:** Demonstrated experience applying advanced financial and accounting expertise in a complex public sector or regulated environment, including interpretation of legislation, accounting standards, taxation requirements and whole-of-government financial policy to inform executive decision-making.
2. **Specialist Expertise:** Proven ability to exercise executive judgement in identifying, assessing and managing financial risk, control weaknesses and compliance issues, including leading engagement with internal and external audit and driving uplift in control maturity across an organisation.
3. **Verbal Communication:** Clearly and confidently communicates with people at all levels of the organisation; understands and meets the needs of target audience; uses audience feedback to refine communication and ensure communications are understood; handles difficult and sensitive communications well.
4. **Planning and Organising:** Sets time aside to think; sets clearly defined objectives and priorities; delegates responsibilities to ensure goals are met; liaises with others when organising work; anticipates barriers and finds effective ways to deal with them.
5. **Leadership:** Communicates a vision that generates enthusiasm and commitment; recognises and rewards behaviour that is aligned with the vision; identifies potential issues and setbacks and guides team to optimise outcomes; models the behaviour expected of others.
6. **Influence and Negotiation:** Develops long-term, complex and multi-phased plans to influence others; implements complex strategies to build buy-in and support from key internal and external clients or stakeholders; uses a variety of different influencing approaches tailored to different clients; effectively negotiates with clients/stakeholders to achieve desired outcomes.

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7. **Strategic Planning:** Inspires a sense of purpose and direction within context; understands the organisation's current and future role; considers the ramifications of issues and long-term impact of work being done.
 8. **Problem Solving:** Anticipates potential problems and pre-empts required actions; continually liaises with key stakeholders to ensure full understanding of the issues; evaluates implemented courses of action and makes adjustments as required.

Personal Qualities

1. **Conceptual and Analytical Ability:** Deals with concepts and complexity comfortably; uses analytical and conceptual skills to reason through problems; has creative ideas and can project how these can link to innovations.
2. **Decisiveness:** Makes rational and sound decisions based on a consideration of the facts and alternatives; makes tough decisions, sometimes with incomplete information; evaluates rational and emotional elements of situations; makes quick decisions where required; commits to a definite course of action.
3. **Detail Focus:** Observes fine details; identifies gaps in information; looks for logical sequences of information; highlights practical considerations of plans and activities.
4. **Developing Others:** Actively seeks to improve others' skills and talents by providing constructive feedback, coaching and training opportunities; empowers others by investing them with the authority and latitude to accomplish tasks; appropriately delegates responsibilities to further the development of others.
5. **Integrity:** Committed to the public interest; operates in a manner that is consistent with the organisations code of conduct; inspires trust by treating all individuals fairly.
6. **Relationship Building:** Establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises.
7. **Teamwork:** Cooperates and works well with others in the pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within group.

Qualifications

Mandatory

- Relevant tertiary qualifications in Accounting, Commerce, Business or a related discipline, with professional membership such as CA or CPA.

Position Specific Requirements

This position has the following specific requirements:

- Current Victorian driver's licence.



- We support a hybrid workplace however this role will be required to work predominantly from our 242 Exhibition Street, Melbourne office
- Flexibility to perform some work outside of hours where required.
- Completion a Declaration of Private Interests.

Additional Information

Employment eligibility

Applicants must be an Australian Citizen, Permanent Resident, or hold a valid work permit or visa.

All new appointments to the BPC will be subject to a National Police Records Check.

All new appointments to the BPC will be subject to a probation period of six months.

Terms and conditions of employment

Conditions of employment will be governed by the *Victorian Building Authority Enterprise Agreement 2024*.

All BPC employees are required to comply with the Code of Conduct for Victorian Public Sector Employees, the Victorian Public Sector Values and the BPC Values.

This purpose of this position description is to provide an overview of the role. Changes to the position should be expected, reflecting changes in the BPC's objectives and priorities, activities, or role focus.

Safety and wellbeing

The BPC is committed to supporting the safety and wellbeing of our employees.

All employees have the responsibility to behave in a manner, which ensures their acts do not adversely affect the health, safety and wellbeing of themselves or anyone else.

Equal opportunity employer

BPC is an equal opportunity employer and welcomes applicants from a diverse range of backgrounds. It is a policy of the organisation to provide reasonable adjustments for applicants with disabilities on request.

Balancing work and life

We understand that work/life balance is an important part of our employees' lives. BPC offers a range of short term and long-term flexible work arrangements to enable you to balance home and work life. This includes job sharing, working from home, part-time work, flexible working hours and the ability to purchase additional leave.

Hybrid Working

We know that effective hybrid working environments enable productivity, connection, and better work-life balance.

Hybrid work is when people deliver work from a mix of home and BPC office. While anyone can choose to work from BPC office full time, our people generally prefer a mix of home and office-based working.

Our expectation is for our people to work from BPC office at least three days a week for full time employees. Flexible working arrangements and workplace adjustments can be made on a case-by-case basis.

Values

BPC are committed to our values and the values of the Victorian Public Sector.



Further information

You can find further information at

[Public sector values](#)

You can find further information at

[BPC](#)