

Position Description

Position Title - Ingoa Tūranga

Finance System Coordinator (403722)

Group - Puni

People and Operations Group (P&O)

Division - Tānga

Finance Division

Reports to - Menetia

Unit Manager, Business Information Systems and Processes (401098)

About the Public Service - Mō te Ratonga Tūmatanui

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ē anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi/te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community and guided by the core principles and values of the public service in our work.

About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges.
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections.
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore.
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

About the Position - Mō te Tūranga

The Finance System Coordinator role provides administrative support, for the Ministry's Finance Business Information Systems and Processes Unit (FINBIP).

Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's purpose:

FMIS Application Maintenance and Management

Undertake general application support and administration for Finance applications

- Manage and administer ServiceNow Global Service Portal Requests for Finance applications
- Manage and administer FINBIP mailbox
- Manage and process month end procedures
- Manage, monitor and process system interfaces
- Manage FMIS attributes and settings. System administration of FMIS and other Finance Division business system applications
- Deliver first level Oracle Fusion Financial Enterprise Resource Planning or Enterprise Performance Management solutions
- Liaise with support vendors as required to resolve FMIS and Finance business system application exceptions
- Support Finance Systems Specialist with business system application modifications, enhancements and upgrades (including monthly and quarterly releases)
- Compile analysis and reporting on FINBIP Support requests.
- Support the FIN BIP Unit Manager in enhancing the Support request systems and process relating to the Oracle Cloud system.

Maintain user documentation

- Ensure all FMIS and other business system application User and System Administration Manuals are up to date.
- Maintain documentation covering finance procedures outside of the FMIS and other business system application system.
- Maintain 'Post Setup' information for FMIS and other business system application with details of post customisations.

Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand Tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry-wide projects and emergency responses as required.

Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Finance System Coordinator will have the following experience, skills and knowledge:

Experience:

- A minimum 2 years' experience in a Help Desk environment
- A sound understanding and demonstrated experience with supporting financial systems unit in a large organisation.
- Experience delivering user training
- Experience in a Finance/Accounting environment
- Helpdesk/Support application experience
- Application testing experience

Skills and knowledge:

- High level of skills in all MS Office apps – especially Excel and SharePoint.
- Well-developed planning and organisational skills including ability to prioritise tasks effectively and work under pressure
- Understanding of accounting principles, terms and procedures
- Strong customer focus with the ability to communicate effectively with a range of people
- SQL experience.
- Ability to work with staff from all levels of the organisation.
- Proactive and will challenge the status quo to enhance service delivery and/ or user experience.
- Ability to anticipate issues and problems and develop creative solutions.
- Understanding of tikanga and Te Tiriti o Waitangi principles.
- Good communication skills
- Attention to detail.
- Delivers efficient and quality service to customers

- High level of accuracy and good time management skills.
 - The ability to work under pressure and with little supervision to meet deadlines, set priorities and meet the requirements of management
 - Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.
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Relationships - Pātahitanga

The Finance System Coordinator position is required to build and maintain the following relationships:

Within the Ministry:

- Divisional and/or unit manager
- All FIN business systems applications users including at overseas posts
- Division staff
- Other MFAT staff, both onshore and offshore

Outside the Ministry:

- FIN business systems application support vendors
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Delegations - Whakatautapatanga

- The role is responsible for the management of NIL direct reports.
 - Delegations are set out in the Ministry's Instrument of Delegation.
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Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must hold New Zealand citizenship or Permanent Resident visa.
 - You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.
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References

- **Ministry's Strategic Intentions**
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>