



POSITION DESCRIPTION

BUSINESS SERVICES MANAGER

PinnacleHPC
ACCOUNTANTS

Position Summary

Purpose of the Position

To assist the Principal in building and managing a portfolio of clients, through the provision of high quality taxation and business advisory services.

Responsible for managing all aspects of the team, including achieving performance outcomes, workflow management, reviewing and overseeing tasks through to completion, staff administration and professional development.

Profile

Suitable candidates for this role will ideally have:

- CPA/CA qualification
- Bachelor of Commerce, Bachelor of Business, Bachelor of Professional Accounting or equivalent
- At least 5+ years' experience working in Public Practice

Skills & Abilities:

- Experience in managing a team of accountants from workflow through to personal development
- Experience in delegating and reviewing work of junior staff
- Technically competent with financials, tax returns, tax planning and compliance for a range of entity types including sole traders, companies, trusts, SMSF and group structures
- Demonstrated experience using accounting software such as but not limited to XERO, MYOB, APS and other cloud based tools
- Knowledge of the Microsoft suite
- Forward thinking and always thoughtful of the best outcome for our clients and how they can improve their bottom line
- Solid understanding of accounting standards and reporting responsibilities, being abreast of technical updates and changes to legislation
- Excellent communication skills, both verbally and written
- Strong work ethic, proactive mentality and excellent attention to detail
- Proven experience having supervise, develop and motivate other
- Positive disposition, helpful and solution driven mindset

Key Duties & Responsibilities

Team Development:

- Supervise, train and develop staff, by providing technical and non-technical support and leadership
- Review team work, including financials, tax returns, quarterly and monthly BAS, IAS and FBT returns to bring jobs to completion and implement staff training as required
- Monitor overall performance of the team including ability of the individual and entire team to meet relevant KPIs
- Support staff to achieve their professional development goals through training, performance development reviews and associated action plans
- Undertake formal performance management where performance issues are identified

- Ensure adequate staffing to achieve KPIs including leave management and recruitment where required in consultation with the Principal
- Continue building your expertise through educational opportunities by actively participating in training and personal development activities.

Workflow Management:

- Directing compliance and team workflow management, ensuring timely and accurate completion of jobs
- Comprehensive understanding of compliance deadlines, ability to prioritise work and allocate such work to the appropriate team member to ensure it is completed to budget, firm standards and within the expected timeframes
- Identify and use other specialist divisions within the firm including workplace relations and audit to maximise efficiency and achieve optimal client outcomes
- Ascertain opportunities for referral services
- Accountable for meeting deadlines as directed by the Principal, assisting where necessary to complete tasks to meet targets.

Business Services Responsibilities:

- Identify indirect compliance obligations including payroll tax, workers compensation and land tax, ensuring the above tasks are assigned to relevant personnel to complete
- Preparing profit projections and cash flow forecasts
- Identify tax issues and suggest strategies for clients to minimise the tax burden on their business and retain funds for its future growth
- Build and sustain positive relationships with managers, principals, team members, stakeholders and clients
- Research and suggest best practice solutions for technical tax matters
- Actively contribute in managers meeting, strategic days and partners meetings as requested
- Highly organised and able to manage your own tasks and priorities.

General Responsibilities & Expectations

- Embrace the vision of the firm
- Be familiar with the firm's areas of operation and how we work with and build relationships internally and externally
- Adhere to client service standards including agreed timeframes with a high degree of accuracy
- Conduct business in compliance with ethical practices
- Be accountable for your own work
- Be committed to continuous improvement and professional development
- Professionally handle client queries and complaints
- Dress in appropriate professional business attire
- Be familiar and adhere to staff policies and procedures
- Be familiar and adhere to workplace health & safety policies and procedures
- Maintain detailed and accurate timesheets
- Complete other general duties as requested by Principals.