



MANAGER RECOVERY FUNDING FINANCE

Position Number: 012895 Level: 7

ANZSCO: 132211

JOB DESCRIPTION FORM

THE ROLE

This position plays a critical role in the development and administration of systems, processes and tools to deliver claims reimbursement and grants programs in the State's recovery funding program. The role is responsible for ensuring funding assistance is managed efficiently, fairly and in compliance with relevant policies, guidelines and financial controls. It provides strategic and operational leadership across claims and grants processing, governance, assurance, stakeholder engagement, reporting and continuous improvement, while building team capability to support responsive and scalable recovery program delivery.

The role will be required to support some operational aspects of recovery proceeding an event such as cyclone, flood or bushfire.

REPORTING RELATIONSHIPS

ORG STRUCTURE:

Strategy and Emergency Management
Resilience and Recovery
Recovery Funding

THIS ROLE REPORTS TO

Director Recovery Funding (006157) Level: 8

POSITIONS THAT REPORT TO THIS ROLE

Senior Recovery Funding Officers (Various) Level:6

POSITION INFORMATION

LOCATION:

Como

SPECIAL CONDITIONS:

The Department is an emergency services organisation and all employees may be required to work business hours or outside of normal business hours to assist with emergencies.

The position will be required to travel intrastate by road and/or air.

SPECIFIC RESPONSIBILITIES

DFES is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for its employees, customers and volunteers. All duties are to be performed in a manner and behaviour consistent with EEO legislation and Occupational Safety and Health legislation along with the Department's Code of Conduct and Policies/Procedures and other relevant legislation.

Leadership and Management

- Foster a positive, cohesive and driven culture within a diverse team.
- Lead, coach and support a team responsible for claims and funding administration in a high-demand and often fast-changing environment.
- Build team capability in funding assessment, claims processing, compliance, system use, customer service and quality assurance.
- Allocate resources and manage workforce planning to meet changing operational requirements and surge demands.
- Actively participates in business planning and leadership activities that deliver on the Recovery Funding Team objectives and outcomes.
- Support other teams within the Recovery Funding Directorate and broader Resilience and Recovery Portfolio as required when requested by the Director Recovery Funding.

Stakeholder engagement

- Proactively develop respectful, collaborative relationships and resilient partnerships with internal and external stakeholders to resolve complex issues, clarify requirements and support the administration of recover funding arrangements.
- Provide expert advice to internal stakeholders, senior leaders and program teams on claims reimbursement and grants administration models, operational risks and process design.
- Negotiates, consults and influences at a high level in relation to recovery funding policy, program and outcomes.
- Partner in leading the capability uplift across government and local governments of recovery funding and associated policies, processes and practices.
- Represents DFES on related committees and working groups as required.

Recovery Funding Claims and Policy

- Lead the end-to-end administration of claims reimbursement and grant programs, including submission, assessment, approval, payment, acquittal, review and closure.
- Oversee day-to-day operational delivery to ensure claims and funding applications are managed efficiently, consistently and in accordance with policy, legislation, guidelines and delegations.
- Ensures claim reimbursement and funding payment processes and procedures supports the financial viability (cash flow) of stakeholders, with appropriate levels of governance and accountability.
- Design, implement and continuously improve systems, processes, templates, workflows and supporting tools for claims reimbursement and grants administration.
- Develop process documentation, business rules, guidance materials, standard operating procedures and decision-support tools to enable quality and consistency in processing.
- Promote standardization and automation where appropriate to improve efficiency, reduce manual effort and strengthen administrative controls.
- Partner with Recovery Funding Principal Business Analyst to deliver accurate information, analytical support and resource coordination in support of recovery funding outcomes.
- Prepare, review, and/or contribute to briefing materials, reports, submissions and executive advice on operational performance, implementation issues and reform opportunities, including responses to ministerial and parliamentary questions.

Other

- Play a key leadership role in promoting, creating and maintaining a healthy and safe work environment, including psychological wellbeing.
- Applying DFES health and safety policy and procedures and the risk management framework; including consultation and participation with personnel to resolve safety issues.
- Undertake other duties as required.

EXPECTED LEADERSHIP BEHAVIOURS

Leadership Expectations are critical to the success of DFES and provide a clear understanding of the expected behaviours for all public sector employees. This position aligns to the context of **Leading Others**, and it is essential that you demonstrate the required behaviours below to undertake this role:

Behaviour	Descriptor
Lead collectively	Seek and build key relationships, work together and focus on the greater good.
Think through complexity	Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
Dynamically sense the environment	Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
Deliver on high leverage areas	Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
Build capability	Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
Embody the spirit of public service	Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good.
Lead adaptively	Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

SELECTION CRITERIA

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

ESSENTIAL CRITERIA

1. Demonstrated leadership and management of diverse teams within a time-sensitive, high-pressure or rapidly changing environment.
2. Highly developed interpersonal and written communication skills, with a proven ability to work collaboratively with and influence senior internal and external stakeholders.
3. Demonstrated substantial experience in managing funding, grants, claims, reimbursement programs or financial assistance schemes, preferably in a government, emergency management, recovery, insurance, public sector or regulated environment.
4. Proven ability to develop and improve business systems, operational processes, procedures and administrative tools for high-volume or complex program delivery.
5. Strong analytical, problem-solving and decision-making skills, including use of data to manage performance, reporting and drive improvement.
6. Well-developed planning and organizational skills with the ability to operate independently to meet challenging deadlines and deliver successful outcomes.
7. Demonstrated knowledge and advanced skills in Microsoft Office suite of products, particularly Excel, Power BI and IT systems for report writing and data analysis.

DESIRABLE CRITERIA

1. Knowledge of the Western Australian disaster recovery funding arrangements.

CERTIFICATION

Version	Description	Approval Date	Registered Date	Registered by
Vs 1.0	Created and classified	30 June 2023	30 June 2023	Fiachra Felle
Vs 2.0	Leadership Behaviours	17 October2025	17 October2025	Jeneen Zoutman
Vs 3.0	JDF Updated and Reclassified	27 May 2026	27 May 2026	Tasha McMenamin