



IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Manager, Divisional Financial Services	
Position Number	Community	Division/Region
71-2858	Yellowknife	Income Security / HQ

PURPOSE OF THE POSITION

The Manager, Divisional Financial Services is responsible for leading the Financial Services unit of the Income Security Programs Division (the Division) in the Department of Education Culture and Employment (ECE). This role encompasses the management of financial, accounting and automated system services that support the administration of the programs the Division is responsible for, and oversees risk management functions within the division.

SCOPE

The Division is responsible for a comprehensive range of financial support programs for Northwest Territories (NWT) residents in need. Income Security Programs include Income Assistance (IA), Income Assistance for Seniors and Persons with Disabilities (IASPD), NWT Child Benefit, NWT Senior Citizen Supplementary Benefit (SCSB), Senior Home Heating Subsidy (SHHS), and Student Financial Assistance (SFA). Programs are administered through ECE's head office in Yellowknife. Services are provided through Headquarters and Regional Service Centres and Community Service Centres.

The Division is divided into three sections: Income Security Programs, Student Financial Assistance, and Financial Services. The Financial Services Section plays a key role in supporting the Division's mandate by providing a comprehensive range of financial and accounting services to the Division. The Financial Services Section is directly responsible for safeguarding government assets, ensuring compliance with GNWT legislation, policies and directives, and maintaining proper financial management and accountability.

Located in Yellowknife the Manager, Divisional Financial Services reports to the Director, Income Security Programs and has an indirect reporting relationship to the Director, Finance and Capital Planning.



The Financial Services unit also oversees risk management functions within the Division. This includes ensuring repayments are made in a timely manner and conducting internal audits to ensure compliance with program policies, procedures, and guidelines and achieving value for money for the Government of the Northwest Territories (GNWT). The Financial Services unit conducts examinations of client records related to the administration and enforcement of the Student *Financial Assistance Act* and the *Social Assistance Act* and initiates investigative actions when discrepancies or irregularities are identified.

The Manager, Divisional Finance Services acts as the Division's representative to the Finance and Capital Planning Division and supervises Program Auditor, Expenditure Officer, Investigations Specialist, and Finance Officer, Revenue and Collections positions.

The incumbent experiences frequent need for analytical work, tight deadlines, interruptions, a challenging workload, and imposed, unexpected and competing demands. Overtime may be required to meet deadlines.

The work involves regular contact with regional staff, senior management, the Finance and Capital Planning division, Corporate Credit and Collections (Department of Finance), as well as other agencies. The position is also the path of escalation for clients who have concerns regarding their student financial assistance loans repayment.

RESPONSIBILITIES

1. Complete strategic financial planning and budgeting.

- Provide comprehensive financial planning strategic advice, including detailed analysis and projections.
- Oversee financial research and analysis to determine budgetary requirements.
- Develop Divisional policies, procedures, processes and systems related to budget development and monitoring.
- Prepare the Division's submissions for ECE's annual Business Plan.
- Prepare Financial Management Board submissions, including forced growth, initiative, and supplementary appropriations, and other submissions as needed.
- Coordinate the Division's Main Estimates development and cash flow projections.
- Complete budgetary variance analysis and projection reporting in consultation with divisional Program Managers, recommending corrective action and adjustments as required.
- Collaborate with NWT Bureau of Statistics to gather necessary data and indexes for program adjustments and caseload analysis, etc.
- Work closely with the Manager of Financial Planning in the Finance and Capital Planning division to ensure the Division is meeting the requirements of ECE and that the needs of the Division are adequately taken into consideration in budget development.



2. Manage the accounting and financial oversight of the Division.

- Ensure accurate and current accounts for the Division by overseeing the general accounting operations.
- Interpret and apply the relevant sections of the *Student Financial Assistance Act* and regulations, the *Social Assistance Act*, Income Assistance Regulations, and the *Financial Administration Act*.
- Ensure adherence to the Financial Administration Manual and related procedures.
- Manage the financial and administrative frameworks for third-party projects, ensuring that the financial records are properly maintained and reported in accordance with the terms of agreements and that revenues and expenditures are reconciled.
- Review and approve journal vouchers.
- Oversee monthly bank reconciliations of the Income Security Programs Bank Accounts and the monthly reconciliation between Loan Manager and the System for Accountability and Management (SAM).
- Review accounts and complete adjusting and correcting entries as required.
- Perform year-end accounting procedures for the Division.
- Prepare the Year End Statement of Operations of the Students Loan Revolving Fund.
- Complete monthly and annual reconciliations of the Division's General Ledger Accounts.
- Examine financial activities, reports and trends to identify and address problem areas.
- Ensure accuracy of data in Loan Manager, SAM and Case Management and Administration System (CMAS).
- Work closely with the Manager of Financial Operations in Finance and Capital Planning to ensure obligations and requirements of the Division are achieved.

3. Ensure clients are receiving payments on a timely basis and that student loans and other money owed to the GNWT is collected on a timely basis.

- Manage the payable cycle to ensure that payments and transactions are processed in a timely and accurate manner.
- Manage all components of the receivables cycle including collection of student loans, remission, suspension of loans and write-offs.
- Monitor invoicing and collection activities and send delinquent files in arrears over 90 days to Corporate Credit and Collections within the Department of Finance.
- Complete Continuity Schedule - Students Loan Fund for the Allowance for Doubtful Accounts.
- Reconcile monthly expenditure and taxable reports for each student and take corrective action as necessary.
- Provide advice and assistance to regional delivery staff regarding questions or issues with the delivery of payments in CMAS.
- Process Income Assistance direct deposits, supplier payables and other payments.
- Prepare and issue T4As, T5s, and T5007s for Income Security Program payments.



- Provide administrative support for the Senior Citizens' Supplementary Benefit program by reviewing the monthly electronic file of eligible seniors, being the contact for Human Resource Development Canada (HRDC), and ensuring vouchers and payments are completed.

4. Ensure effective and efficient fiscal management and budgetary control.

- Perform ongoing financial analysis and monitoring.
- Provide comprehensive advice and information to the Director of Income Security and divisional program managers.
- Evaluate and recommend alternative approaches to achieving objectives consistent with GNWT policies, directive, legislation and regulations, including the *Financial Administration Act*.
- Prepare and maintain divisional signing authorities.
- Exercise signing authority for initiation and contract performance.
- Develop divisional financial and accounting policies and procedures as required.
- Ensure timely administration of invoicing and collection procedures.
- Participate in the development of client materials, including handbooks, pamphlets, and forms.
- Support regional staff in addressing different transactions and system error reports.
- Ensure reporting of financial transactions meets statutory, organizational, and generally accepted accounting standards.
- Work closely with the Manager of Financial Operations in Finance and Capital Planning to ensure financial and accounting controls within the Division are satisfactory.

5. Ensure internal controls are in place to mitigate the risk for misappropriation of public funds.

- Develop and implement an annual work plan for internal audits, ensuring compliance with policies and effective risk mitigation.
- Oversee program, financial and compliance internal audits to verify adherence to GNWT legislation and policies, including review of audit plans and working papers.
- Initiate special investigations or actions, as required.
- Maintain the framework and guidelines for the internal audit function.
- Maintain and update the Audit Procedures Manual.
- Review and sign-off all internal audit reports and other related reports.
- Identify and assess risk areas for the Division, implementing controls to mitigate and monitor risks effectively, minimizing events that may have a negative effect on the safeguarding of GNWT financial resources.
- Take appropriate action in cases of suspected fraud, adhering to GNWT guidelines.
- Collaborate with the GNWT Audit Bureau as needed.
- Prepare audit reports with actionable recommendations for the Director of Income Security, Director of Finance and Capital Planning and ECE Executive to consider.



WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of financial planning principles, budget development methodologies and related concepts.
- Skills relating to modular accounting systems, including their application in organizational or government settings.
- Knowledge of collection practices and methods.
- Strategic thinking skills and the ability to research, analyze, and synthesize complex concepts and competing priorities.
- Skills relating to computers and software applications, including spreadsheets, word processing, email, databases and accounting systems.
- Oral and written communication skills, with the ability to convey complex information clearly and effectively.
- Decision-making and critical thinking skills to analyze and evaluate complex information.
- Organizational and time-management skills.
- Supervisory skills, including the ability to provide constructive feedback to support staff development and performance improvement.
- Ability to collaborate effectively with diverse teams and individuals while managing strict deadlines.
- Ability to prepare Financial Management Board and other submissions.
- Ability to complete monthly and annual reconciliations of the Division's General Ledger Accounts.
- Ability to manage all components of the receivables cycle including collection of student loans, remission, suspension of loans and write-offs.
- Ability to learn, interpret and apply relevant legislation, regulations, directives, and departmental policies.



- Ability to collaborate effectively with staff across divisions, regions and departments.
- Ability to effectively resolve conflicts between program objectives and financial management priorities to align with organizational goals.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A university degree in Business, with a focus in finance or accounting, and three (3) years of directly related experience, including one (1) year of supervisory or team lead experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)
Level required for this Designated Position is:
ORAL EXPRESSION AND
COMPREHENSION
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
READING COMPREHENSION:
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
WRITING SKILLS:
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred