



# TOBAGO HOSPITALITY AND TOURISM INSTITUTE

## Job Title: Manager- Financial Services

**Revised:** July 23rd 2025

**Position Number:** 402

**Department:** Financial Services

**Reports to:** Chief Executive Officer

**Approved by:** Board of Directors

**Date:**

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### 1.0 **JOB SUMMARY:**

The Manager – Financial Services provides leadership in the finance and accounting activities of the organization, including the establishment and maintenance of financial systems and processes in accordance with generally accepted accounting principles and statutory regulations to ensure the full integrity of all financial transactions and practices at the organisation.

Work involves management reporting, audit support, budgeting, accounts payable and receivables and payroll administration. The position also manages improvement of internal controls and effective management of suppliers. Works with and coaches the executive management team on general budgeting management and with other staff who operate in a sales environment and/or engage in revenue generating activities to improve financial effectiveness and maintain and build effective customer relationships.

### 2.0 **DUTIES & RESPONSIBILITIES:**

- 2.1. Participates in strategic development, implementation planning and policy formulation.
- 2.2. Oversees treasury, accounting, budget, tax and audit activities of the organisation.
- 2.3. Oversees and maintains financial and accounting system controls and standards.
- 2.4. Prepares management reports and statements on a monthly, quarterly and annual basis for management and organisational use.
- 2.5. Participates in and implements monthly financial close procedures and reports in accordance with prescribed accounting practices and procedures.
- 2.6. Manages payroll systems, and the accounts payable and receivables functions, general ledger, and fixed assets.
- 2.7. Develops and manages the organisation's annual operating and capital budgets, oversees expenditures, and ensures effective cost controls.

- 2.8 Provides support for and advises managers on the organisation's financial policies and operations and fiscal planning.
- 2.9 Analyses and interprets financial data, identifies financial discrepancies and recommends changes and/or corrective measures to improve systems and financial performance.
- 2.10 Develops, implements and maintains effective cash management systems, and the maintenance of credit collections, including the collection of fees.
- 2.11 Establishes and maintains a system of fixed assets registration of the company's investments.
- 2.12 Documents and implements and ensures the compliance to accounting policies and procedures.
- 2.13 Prepares for audits and interacts and liaises with the organisation's auditors in the conduct of audits.
- 2.14 Ensures adherence to all statutory and regulatory financial deductions, including taxes, VAT, PAYE, health surcharge, NIS and any other deductions.
- 2.15 Recommends, develops and maintains financial data bases, computer software systems and manual filing systems.
- 2.16 Manages contracts of suppliers, vendors and clients.
- 2.17 Provides support in inventory management, ensuring regularly scheduled stock count and reconciliation.
- 2.18 Manages the performance of staff under his/her direct at the Accounts Department, through established review mechanisms and their indicators and targets.
- 2.19 Any other job-related duties assigned by his/her immediate Supervisor/Manager or duly authorised officer

### **3.0 COMPETENCIES**

#### **3.1. CORE**

- Integrity
- Collaborating with Others
- Quality
- Student Centered Focus

#### **3.2 TECHNICAL**

- Strategic Management and Budgetary Planning
- Financial Policy and Procedure Development

- Knowledge of finance, accounting, budgeting, and cost control principles.
- Knowledge of financial and accounting software applications.
- Knowledge of statutory financial regulations.
- Ability to analyse financial data and prepare financial reports, statements and projections
- Must have a proven track record in the accounting field in a similar organisation.
- Excellent communication and interpersonal relationship skills.
- Strong leadership skills.
- Must be proficient in Microsoft Office Suite, and computer proficiency in accounting information systems.
- Communication and Active Listening: makes link between the employee, different stakeholders, at different levels of authority and influence.
- Relationship Management and Building Alliances
- Commercial awareness: ability to understand how the business generates income
- Cultural awareness and sensitivity
- Employee advocacy
- Emotional intelligence (EQ) and Empathy
- Customer focused acumen and orientation
- Confidentiality

### 3.3 LEADERSHIP

- Strategic Leadership
- Managing Resources
- People Leadership
- Business Acumen

### 4.0 **QUALIFICATIONS & EXPERIENCE:**

- 4.1. ACCA/ CPA/ CIMA/CMA certified
- 4.2. Qualifications in Management Studies would be an asset.
- 4.3. At least 7 years' progressive experience in the field
- 4.4 High Proficiency in all areas related to the job
- 4.5 MBA or Master's in Finance or Business Administration is desirable

### 5.0. **KEY RELATIONSHIPS:**

- 5.1. Reports to: Chief Executive Officer
- 5.2. Works with: All members of the Accounts team, Executive management, Supervisory, and Food and Beverage staff and all other staff
- 5.3. Communicates with: Executive management, supervisory and all other staff

Tobago House of Assembly, Division of Education and Tourism, Banks and other financial institutions, BIR, NIB and other relevant regulatory boards, insurance companies, financial institutions and providers, all contractors, other external clients

- 5.4 Direct Reports: Accounts Officers, Purchasing, Stores Department  
 5.5 Indirect Reports: Finance and Planning Committee of the Board. Financial Services Department. Student and Academic Services, Quality Assurance, Facilities and Infrastructure and Driver – Goods vehicle

**6.0 SUPERVISORY RESPONSIBILITIES:**

- 6.1. Assigns, supervises and reviews tasks of the Accounts staff  
 6.2. Assesses the performance of staff under his/her supervision  
 6.3. Gives day-to-day instructions and guidance  
 6.4. Makes recommendations for promotion and transfer where appropriate  
 6.5. Trains and coaches employees under his/her supervision and appraises their performance

**7.0. ACCOUNTABILITIES/OUTPUTS:**

OUTPUTS	
Outputs	How Often
Preparation, execution and communication of financials for business and work plans, in keeping with the Institute’s strategic plan and THA’s overall budgetary requirements	Annually
Preparation and communication of variance reports/management of accounts for benefit of CEO and Finance sub-committee of the Board	Monthly Quarterly Annually
Oversight and management of GATE related matters	Every semester
Ensuring readiness for external auditors’ reviews	Annually
Adherence to and submission of statutory and regulatory requirements and making financial deductions relating to VAT, PAYE, health surcharge, NIS and other organisations	Monthly
Reporting on other key financial metrics: Examples <ul style="list-style-type: none"> <li>• Adjustments and reclassification entries</li> <li>• Unreconciled amounts between the General Ledger and the sub ledgers</li> <li>• Unreconciled bank balances</li> </ul>	Monthly and Quarterly
Preparation and review of Financial Policies and Procedures	As required

Accounts Payables and Accounts Receivables reports: <ul style="list-style-type: none"> <li>• Days Payable Outstanding</li> <li>• Accounts Receivable Turnover</li> <li>• % of total accounts receivable overdue.</li> </ul>	Monthly
Inventory and fixed asset management reviews and reports	Annually
Discard of equipment, machinery and similar assets in accordance with THA's Board of Survey requirements	As required
Oversight of payroll processes	Monthly
Working with internal teams in charge of and associated with revenue generating centres and activities	Monthly
Managing and review of contracts of suppliers, vendors and clients to ensure adherence to contents and ensuring compliance with acceptable accounting practices.	As required
Providing financial guidance to direct report, and executive management team	As required
Tracking and review of invoices	Monthly
Preparation for Finance and Planning Committee Meetings	Monthly
Handling of financial related complaints and grievances	As required
Attending meetings	Weekly and Monthly
Recommendations, guidance and expert advice on Finance related matters to staff under supervision	Daily
Review and response to correspondence/enquiries	Daily

## 8.0 CHANNEL & MODE OF COMMUNICATION:

### 8.1 In line of duty, a wide range of communication channels is utilised which include:

- Telephonic and face-to-face conversations
- Video and audio conferencing
- Pre-recorded instructional videos
- Utilisations of emails
- Formal written documents- written letters and memos
- Chats and messaging

### 8.2 MODES OF COMMUNICATION

- Interpretive Communication
- Interpersonal Communication
- Presentational Communication
- Gestural Communication
- Aural Communication
- Visual Communication

- Spatial Communication

## **9.0 PHYSICAL AND MENTAL STRAIN:**

### **9.1 MENTAL DEMANDS**

- Requires a significant degree of multitasking to complete multiple and varied projects
- Requires a significant degree of concentration for extended periods of time
- Requires a significant degree of collaboration with various units to execute duties
- Requires a rapid response rate to emails or phone calls to address urgent demands expressed by various stakeholders
- Occasional disruption by calls for meetings or the need for intervention on pertinent issues
- Occasionally provides emotional support to staff and students

### **9.2 PHYSICAL DEMANDS**

- Regularly works for an extended period of time in a seated position, sedentary work
- Regularly exposed to rays from computer monitors that may lead to eye strain
- Rarely functions in environments that may pose physical threat

## **10.0 WORK ENVIRONMENT:**

10.1 This job is performed in comfortable surroundings. There are no environmental demands.

## **11.0 ACCEPTANCE STATEMENT:**

The Management of the Tobago Hospitality and Tourism Institute, reserves the right to amend this Position Description anytime as required.

I have read and fully understood the position description as stated and accept that any of the tasks may be modified or changed. I accept that I am to be governed by the duties of this job description and take responsibility for performing the functions as listed above, in accordance with performance measures relevant to this job description and the organisation's Strategic Plan.

This Position Description in no way states or implies that these are the only duties to be performed and I may be required to perform any other job-related duties assigned by the Chief Executive Officer or duly authorised officer.

My signature below indicates my acceptance of the same and my commitment to the performance of my duties at the Tobago Hospitality and Tourism Institute.

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**Employee's Name**  
**(Please print)**

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**Employee's Signature**

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**Date**