

# Role Description

## Senior Accounts Officer

Cluster	Justice
Agency	Legal Aid
Division/Branch/Unit	Finance
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 5/6
Kind of Employment	Ongoing
ANZSCO Code	1223135
PCAT Code	221111
Date of Approval	23 December 2015
Agency Website	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>

### Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 21 regional offices in metropolitan and regional centres across NSW and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, from people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues

### Primary purpose of the role

The position manages a portfolio of debts and advises on debt recovery including caveat processing.

### Key accountabilities

- Assist with the preparation and lodgement of charge and caveat documents, maintenance of caveat records and management of established caveats.
- Use web-based systems to perform land titles searches and stamping of charge and caveat documents.
- Undertake and manage the automated reminder contacts process, including ensuring data integrity and identifying and correcting issues as they arise.
- Assist with the recovery of debts to Legal Aid NSW, including advising clients and Legal Aid NSW staff about debt repayment options and monitoring instalment plans.
- Process forms including waivers, invoices, adjustments, refunds, receipt reversals and general journals in SAP and Legal Aid NSW's other business systems.
- Maintain Trust account records including processing account creations, receipting payments and providing information for audits.
- Prepare reconciliations of general ledger accounts.
- Assist with the creation and maintenance of documentation including procedure manuals.

- Assist with other receivables duties including archiving, records maintenance, updating precedents and resolving incorrect addresses
- In the absence of the Cashier, receipt and bank receipts, including resolving unidentified funds and errors.

### Key challenges

- Balancing and prioritising a range of tasks and activities.
- Dealing with debts and other tasks in a timely manner.
- Dealing with difficult clients in a sensitive and effective manner.
- Balancing Legal Aid NSW's responsibility for recovery of debts with the organisation's role of enforcing the legal rights of socially and economically disadvantaged persons.
- Maintaining current knowledge of the statutory and administrative requirements and options for the recovery of debts within NSW.
- Achieving performance targets.

### Key relationships

Who	Why
<b>Internal</b>	
Supervisor, Accounts	Direct supervisor - sets direction for the position, assigns specific tasks and provides advice
Solicitor Accounts Receivable	Provides advice and guidance, works closely with position on caveat management.
Other Finance staff	Provide support and advice, assist with tasks in other positions as required.
<b>External</b>	
N/A	

### Role dimensions

#### Decision making

N/A

#### Reporting line

Supervisor Accounts

#### Direct reports

N/A

#### Budget/Expenditure

N/A

### Essential requirements





- Extensive demonstrated experience in debt recovery, accounts receivable processes and practices.

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

### Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Adept
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	<b>Finance</b>	<b>Adept</b>
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage self	Adept	<ul style="list-style-type: none"> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate a high level of personal motivation</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>Focus on key points and speak in 'Plain English'</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Prepare written material that is well structured and easy to follow by the intended audience</li> <li>Communicate routine technical information clearly</li> </ul>
<b>Results</b> Think and solve problems	Intermediate	<ul style="list-style-type: none"> <li>Research and analyse information and make recommendations based on relevant evidence</li> <li>Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own and team/unit work</li> <li>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>Seek and apply specialist advice when required</li> </ul>
<b>Business Enablers</b> Finance	Adept	<ul style="list-style-type: none"> <li>Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures</li> <li>Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions</li> <li>Understand and apply financial audit, reporting and compliance obligations</li> <li>Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate</li> <li>Seek specialist advice and support where required</li> <li>Make decisions and prepare business cases paying due regard to financial considerations</li> </ul>
<b>Technology</b>	Intermediate	<ul style="list-style-type: none"> <li>Apply computer applications that enable performance of more complex tasks</li> <li>Apply practical skills in the use of relevant technology</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Understand and comply with information and communications security and acceptable use policies</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"><li>Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li></ul>