

Role Description

Senior Accounts Payable Officer



| Role Description Fields | Details |
|---------------------------------------|--|
| Cluster | Education |
| Department/Agency | NSW Department of Education |
| Division/Branch/Unit | Operations Group / EDConnect / Shared Services Finance / Accounts Payable Team |
| Role number | 180106 |
| Classification/Grade/Band | Clerk Grade 3/4 |
| Senior executive work level standards | Not Applicable |
| ANZSCO Code | 551211 |
| PCAT Code | 1223137 |
| Date of Approval | 16 January 2023 |
| Agency Website | https://education.nsw.gov.au/ |

Agency overview

The NSW Department of Education serves the community by leading the provision of world-class education. The department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

The Department is one of the largest organisations and employers in Australia and manages an annual budget that accounts for approximately one quarter of the State's total budget. Visit the Department's website above for more information.

EDConnect is the Department's new Shared Service Centre, delivering integrated transactional and advisory services (shared services) for the Department. Organisational performance in EDConnect is underpinned by the 'EDConnect Way' culture – we keep the customer at the centre of everything we do; we collaborate with and support each other to succeed; we take ownership of our work to ensure a quality outcome is delivered; we communicate transparently and listen actively; and we are accountable to each other to develop and grow.

Primary purpose of the role

The role supports the Accounts Payable team within Shared Services Finance. Shared Services Finance is responsible for delivering, managing, and improving financial / advisory services to the department.

The Senior Accounts Payable Officer delivers excellent customer service, specialised advice, and delivers accurate, reliable, and targeted outcomes that meet customer needs. The role is also responsible for building strong customer relationships and requires an understanding of customer needs, specialist knowledge to effectively review, process and report on financial matters relating to Accounts Payable to resolve internal and external customer inquiries in a prompt and professional way.

Key accountabilities

- Process the day-to-day work activities, including performing administrative tasks, meet agreed service level agreements, key performance indicators and processing timelines.

- Provide efficient customer centric services delivery, build excellent customer relationships and work collaboratively with team members and other teams across the Shared Services function, to increase efficiencies in the delivery of services.
- Participate in the review and analysis of the department's financial systems and databases to ensure the accuracy and timeliness of financial transactions and resolve transactional issues to uphold the integrity of the unit's financial databases and operations.
- Provide guidance/training to new and existing staff to ensure accurate transactional processing, effective customer service and to equip them with the correct knowledge of financial policy.
- Accurately process transactions in accordance with current finance procedures, regulations, and policy, including reconciliation activities.
- Give prompt and accurate reports and feedback to the supervisor regarding progress and achievements towards goals, sensitive and or contentious matters or emerging issues that could adversely affect customer service or the delivery of agreed business tasks.
- Utilise technology applications and systems confidently to deliver efficient and effective service in accordance with Department policy. Applications include relevant finance systems, HPRM, MS Office and other technologies appropriate to the operations of the functional area.
- In consultation with the supervisor, develop an annual work plan that articulates, clarifies, and documents the role's specific responsibilities, key deliverables, and indicators of success over 12 months.

Key challenges

- Working with competing and conflicting work priorities and/or workflows in a high-volume work area. The challenge comes when competing and conflicting demands are impacted by non-negotiable deadlines, customer expectations still need to be met.
- Keeping abreast of current and emerging financial trends, policy, and legislative reform, learning, and applying new process changes quickly.
- Supporting colleagues with training on process, systems, and policies to achieve business outcomes when systems and process can change frequently.

Key relationships

Internal

| Who | Why |
|--------------|--|
| Customers | <ul style="list-style-type: none"> • Delivers a range of transactional services to resolve information inquiries and routine requests |
| Team members | <ul style="list-style-type: none"> • Supports and shares information with colleagues to achieve team goals provides and seeks assistance as required |
| Supervisor | <ul style="list-style-type: none"> • Escalates issues, provides updates and clarifies instructions • Receives guidance in negotiating priorities and in handling non-routine, complex and sensitive matters • Receives ongoing performance feedback, coaching and development |

External

| Who | Why |
|-------------------|--|
| Suppliers/vendors | <ul style="list-style-type: none"> • Respond to queries where possible, or redirect to relevant function / team |

Role dimensions

Decision making

The role acts independently in performing its core work functions and applies specialised knowledge, skills, and professional judgement to achieve outcomes, in accordance with relevant legislative requirements, policies, procedures and guidelines. In matters that are sensitive, high-risk or business critical, the role consults with the supervisor to agree on a suitable course of action.

The role exercises independent judgement in responding to transactional and information inquiries from internal customers and consults with the supervisor where clarification of priorities is required, or problems cannot be resolved by standard practice.

Reporting line

The role reports to the Team Leader, Accounts Payable

Direct reports

This role has no direct reports

Budget/Expenditure

This role has no financial delegations

Key knowledge and experience

- Knowledge of and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people.
- Demonstrated successful experience communicating technical/financial information and preparing written material for the customer.
- Demonstrated experience working in a high volume, with competing work priorities, environment.
- Knowledge of Government Accounting standards and practices applicable to the role, for example the Government Sector Finance Act, or ability to acquire this quickly.

Essential requirements

- Appropriate tertiary qualifications in Business Administration or a relevant/related discipline, and/or demonstrated successful experience in stakeholder/customer engagement in a Shared Services/Contact Centre environment.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results, and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

| Capability group/sets | Capability name | Behavioural indicators | Level |
|--|---|---|--------------|
|  Personal Attributes | Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning | <ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult | Intermediate |
|  Relationships | Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect | <ul style="list-style-type: none"> Focus on key points and speak in plain English Clearly explain and present ideas and arguments Listen to others to gain an understanding and ask appropriate, respectful questions Promote the use of inclusive language and assist others to adjust where necessary Monitor own and others' non-verbal cues and adapt where necessary Write and prepare material that is well structured and easy to follow Communicate routine technical information clearly | Intermediate |
|  Relationships | Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives | <ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers | Intermediate |
|  Results | Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances | <ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments | Intermediate |



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

Intermediate



Finance

Understand and apply financial processes to achieve value for money and minimise financial risk





- Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending
- Consider financial implications and value for money in making recommendations and decisions
- Understand how financial decisions impact the overall financial position
- Understand and act on financial audit, reporting and compliance obligations
- Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these







Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

| Capability group/sets | Capability name | Description | Level |
|---|--------------------------------|--|--------------|
|  | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
|  | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
|  | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | Work Collaboratively | Collaborate with others and value their contribution | Foundational |

| | | | |
|---|-------------------------------------|--|--------------|
|  Relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  Results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
|  Results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
|  Business Enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
|  Business Enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
|  Business Enablers | Project Management | Understand and apply effective planning, coordination and control methods | Foundational |