

Role Description

Senior Accounts Receivable Officer

Role Description Fields	Details
Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	Operations Group/EDConnect/Accounts Receivable
Role Number	180164
Classification/Grade/Band	Clerk Grade 3/4
Senior executive work level standards	Not Applicable
ANZSCO Code	551211
PCAT Code	1223197
Date of Approval	March 2022
Agency Website	www.education.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

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 Senior Accounts Receivable Officer role actively maintains, updates and navigates records and data management systems to resolve enquires and requests. The role demonstrates a high level of accuracy

and efficiency and the ability to prioritise and manage own workload, enabling the provision of relevant and timely information and supports effective reporting and decision making within the functional area.

The role supports the Accounts Receivable team within the Shared Services Finance functional area. The Finance function is responsible for managing all finance activities within the Shared Services function to ensure the smooth running of the Directorate. Finance activities include accrual accounting, posting general ledger journals, budgeting and funding, forecasting, financial reporting, accounts management (accounts receivable and payable), managing travel and accommodation expenses and benefits realisation.

Key accountabilities

- Perform transactional workflows relevant to the operations of the functional area at a high level of accuracy and efficiency. Tasks include record creation, entering, processing, checking and extracting data for reporting purposes and record archiving. These tasks must be performed in accordance with agreed operating procedures.
- Provide information and guidance to internal customers on matters relating to the functional area, ensuring that information supplied is accurate, relevant and resolves the request efficiently. Enquiries may be a result of an identified issues or discrepancies, or requests for information for reporting or audit purposes.
- Maintain and update record databases, ensuring completeness, accuracy and confidentiality of records in accordance with information, communication and document control policies and security protocols.
- Make effective use of records and data management systems for the purposes of reporting. This includes data collection and analysis, report preparation in line with quality and organisational requirements, and making recommendations to inform decision making.
- Utilise technology applications and systems confidently to deliver efficient and effective service in accordance with Department policy. Applications include relevant finance systems, TRIM, MS Office and other technologies appropriate to the operations of the functional area.
- Proactively support the improvement initiatives of existing processes and systems by identifying inefficiencies and making recommendations to the supervisor regarding improving service delivery, transactional processes and data management.
- In consultation with the supervisor, develop an annual work plan that articulates, clarifies and documents the role's specific responsibilities, key deliverables, expected outcomes and indicators of success over a 12 month period.

Key challenges

- Managing multiple competing demands and deadlines while delivering accurate and consistent work within a high volume environment. The role exercises sound judgment to ensure that competing work priorities are met within agreed timeframes and issues are escalated to supervisors when necessary.
- Communicating effectively to internal customers with a professional 'can do' approach, while ensuring service delivery and advice reflects current and best business practice.
- Adapting to changes in the operating environment, processes and systems in a climate of constant change and reform.

Key relationships

Internal

Who	Why
Customers	<ul style="list-style-type: none">• Delivers a range of transactional services to resolve information enquiries 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 nonroutine, complex and sensitive matters Receives ongoing performance feedback, coaching and development

Role dimensions

Decision making

The role acts independently in performing its core work functions, 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 enquiries from internal customers, and consults with the supervisor where clarification of priorities is required or problems cannot be resolved by standard practice

Reporting line

This role reports to the Coordinator, Accounts Receivable.

Direct reports

Nil

Budget/Expenditure

Nil

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

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.
- Knowledge of Government Accounting standards and practices applicable to the role, for example the Public Finance and Audit Act (PFAA) and Treasurer's Directions, or ability to acquire this quickly.

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
	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
		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
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts Respond to others who need clarification or guidance on the job Step in to help others when workloads are high Keep the team and supervisor informed of work tasks Use appropriate approaches, including digital technologies, to share information and collaborate with others 	Foundational









	<p>Plan and Prioritise</p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> • Plan and coordinate allocated activities Foundational Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these 	
	<p>Finance</p> <p>Understand and apply financial processes to achieve value for money and minimise financial risk</p>	<ul style="list-style-type: none"> • Understand that government services budgets are limited and must only be used for intended purposes • Appreciate the importance of accuracy and completeness in estimating costs and calculating and recording financial information • Be aware of financial delegation principles and processes • Understand basic compliance obligations related to using resources and recording financial transactions 	Foundational
	<p>Technology</p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	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	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational

	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect Foundational for diverse backgrounds, experiences and perspectives	
			
	Commit to Customer Service	Provide customer-focused services in line with public and organisational objectives	Intermediate sector
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate and a commitment to quality
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational