

# Role Description

## Manager, Accounts Payable



Education

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Shared Services   Finance   Account Payable
Location	Parramatta
Classification/Grade/Band	Clerk Grade 11/12
Role Number	180051
ANZSCO Code	221112
PCAT Code	3223233
Date of Approval	November 2020
Agency Website	<a href="http://www.dec.nsw.gov.au">www.dec.nsw.gov.au</a>

### 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 well-being 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 Manager Accounts Payable role develops business plans, coordinates resources and leads the strategic direction of the functional area. The role designs, implements and evaluates innovative solutions that meet business/functional objectives, continuous improvement targets and informs strategic planning. The role is responsible for leading and managing the accounts payable activities within a Shared Service Centre, including the supervision of staff and the achievement of financial outcomes that meet client needs.

The role manages the Accounts Payable team within Finance Shared Services. 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

- Lead the design and development of Shared Services operational plans that model outstanding people management practices and resource utilisation, resulting in a high-performing service delivery culture. In achieving this, the role provides leadership to functional teams and implements policies and management strategies that reflect, and are responsive to Shared Services, Department and NSW government priorities.
- Manage and evaluate team performance and facilitate ongoing professional development. Ensure that all staff within the unit are effectively engaged and motivated in the delivery of service and business outcomes. This includes implementing the Department's performance development program for team members who are direct reports.
- Build and foster strategic partnerships across Shared Services Directorate teams, Corporate Services Directorate teams, customer groups, the wider Department of Education, and relevant external agencies. As a member of the senior management team, the role is ideally placed to partner with key stakeholders and gain support across the Department for Shared Services' programs and initiatives.
- Promote a culture of customer-centred service delivery and continuous service improvement to ensure they meet customer needs and expectation, and Service Level Agreements.
- Design and inform business requirements for Shared Services technology, systems and process to enable regular evaluation and accurate reporting of the Shared Services Directorate objectives. In this context, the role evaluates available data and research and derives evidence-based solutions to inform the review of Shared Services operations, customer experience, programs and initiatives. Effective business partnering, leading working parties and developing ideas consistent with business objectives will facilitate this.
- Provide regular updates to the supervisor regarding progress and achievement of the role's agreed business and reporting targets. The supervisor needs to be alerted to potential or emerging business critical matters that could adversely impact Shared Services program/policy implementation and/or service delivery. In this respect, the role identifies and assesses risk, and proposes and evaluates risk mitigation strategies.
- Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing. Conduct delegated purchasing activities in line with procedures. Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements.
- In consultation with the supervisor, develop an annual work plan that articulates and clarifies specific role responsibilities, key performance indicators and expected outcomes of success over a 12 month period; monitor and evaluate individual and team performance through performance development, to support team members, and enhance individual and team achievements

## Key challenges

- Providing efficient and high level customer service delivery while ensuring competing and conflicting business priorities are met within agreed timeframes and to the required standard in the context of a large and complex organisation that is continuously undergoing transformation and implementing reform programs to support the delivery of better educational outcomes for the NSW community.
- Embracing Shared Services' objectives by adopting and implementing continuous improvement initiatives in services, processes and technologies to provide high quality, efficient and customer centred services to customers.
- Keeping abreast of current and emerging shared services and customer experience trends, policy and legislative reform to support the execution of the Department and Shared Services strategy and objectives.

## Key relationships

Who	Why
<b>Internal</b>	
Customers	<ul style="list-style-type: none"> <li>• Contributes to strategic planning, policy development and decision making on customer service delivery</li> <li>• Engenders the support and commitment of customers for Shared Services initiatives and business reforms</li> </ul>
Team members	<ul style="list-style-type: none"> <li>• Inspires, motivates and mentors team members and colleagues to achieve goals</li> <li>• Provides ongoing performance feedback, coaching and development to direct reports</li> <li>• Provides a conduit across teams in Shared Services Directorate to ensure the consistent provision of advice and service</li> </ul>
Supervisor	<ul style="list-style-type: none"> <li>• Provides regular status reports</li> <li>• Consults regarding the management of sensitive, high-risk or business-critical matters</li> <li>• Receives ongoing performance feedback, coaching and development</li> </ul>
Shared Services team members	<ul style="list-style-type: none"> <li>• Collaborates and drive consistent application of improving customer experience and service delivery</li> <li>• Provide advice on customer experience and customer needs, and feedback to inform service design and transition of existing and new services</li> <li>• Share and analyse customer and service data to identify opportunities for process and service improvement</li> </ul>
Shared Services Executive members and other Directorate members	<ul style="list-style-type: none"> <li>• Develops and maintains effective working relationships and open channels of communication to consult, liaise and negotiate in achievement of mutually beneficial unit and Directorate outcomes</li> </ul>

Who	Why
	<ul style="list-style-type: none"> <li>Actively participates in internal and/or external learning opportunities, briefing sessions and workshops to keep up to date with management practices and new development in leading Shared Services practices</li> </ul>
<b>External</b>	
Industry professionals/Consultants	<ul style="list-style-type: none"> <li>Maintains role specific specialist knowledge (if applicable) / understanding of Shared Services practices, seeks advice and collaborates on the implementation of Shared Services strategies to keep abreast of best practice</li> </ul>
Service Providers	<ul style="list-style-type: none"> <li>Monitors the performance of external contractors, consultants, assist in negotiating and resolving disputes</li> </ul>
Key external stakeholders	<ul style="list-style-type: none"> <li>Develops and maintains effective working relationships and open channels of communication to facilitate liaison, consultation and engagement</li> </ul>

## Role dimensions

### Decision making

The role acts independently in performing its core work functions and requires the application of knowledge, skills and professional judgement within Shared Services policies and guidelines to achieve Shared Services Directorate / business unit target outcomes. 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 has authority to make decisions about the design and coordination of workflows and project paths, as well as the deployment of team members, tasks and allocated resources to ensure the achievement of business and unit outcomes.

### Reporting line

This role reports to the Director, Finance Shared Services.

### Direct reports

This role has direct reports. Please refer to the relevant business unit organisational chart.

### Budget/Expenditure

The role manages a budget and has financial delegation in accordance with Department policy.






## Essential requirements

- Tertiary qualifications or relevant experience in Business Administration, Finance and Accounting or a relevant discipline, and/or demonstrated successful experience in stakeholder/customer engagement in a Shared Services/Contact Centre environment.
- Proven experience across a range of accounting and finance functions, with a sound knowledge of accounting principles and standards, financial data processing and reporting.
- Knowledge and commitment to the Department's Aboriginal Education and Training policies

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
 <b>Personal Attributes</b>	<b>Display Resilience and Courage</b>	<b>Advanced</b>
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Advanced
 <b>Relationships</b>	<b>Communicate Effectively</b>	<b>Advanced</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Adept
	<b>Influence and Negotiate</b>	<b>Adept</b>
 <b>Results</b>	<b>Deliver Results</b>	<b>Advanced</b>
	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	<b>Demonstrate Accountability</b>	<b>Adept</b>
 <b>Business Enablers</b>	<b>Finance</b>	<b>Intermediate</b>
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 <b>People Management</b>	<b>Manage and Develop People</b>	<b>Adept</b>
	Inspire Direction and Purpose	Adept
	<b>Optimise Business Outcomes</b>	<b>Adept</b>
	Manage Reform and Change	Adept

## 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>	Advanced	<ul style="list-style-type: none"> <li>Present with credibility, engage diverse audiences and test levels of understanding</li> <li>Translate technical and complex information clearly and concisely for diverse audiences</li> </ul>
Communicate Effectively		

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Create opportunities for others to contribute to discussion and debate</li> <li>• Contribute to and promote information sharing across the organisation</li> <li>• Manage complex communications that involve understanding and responding to multiple and divergent viewpoints</li> <li>• Explore creative ways to engage diverse audiences and communicate information</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in plain English and in a range of styles and formats</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>
<b>Relationships</b> Influence and Negotiate	Adept	<ul style="list-style-type: none"> <li>• Negotiate from an informed and credible position</li> <li>• Lead and facilitate productive discussions with staff and stakeholders</li> <li>• Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>• Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes</li> <li>• Influence others with a fair and considered approach and sound arguments</li> <li>• Show sensitivity and understanding in resolving conflicts and differences</li> <li>• Manage challenging relationships with internal and external stakeholders</li> <li>• Anticipate and minimise conflict</li> </ul>
<b>Results</b> Deliver Results	Advanced	<ul style="list-style-type: none"> <li>• Seek and apply the expertise of key individuals to achieve organisational outcomes</li> <li>• Drive a culture of achievement and acknowledge input from others</li> <li>• Determine how outcomes will be measured and guide others on evaluation methods</li> <li>• Investigate and create opportunities to enhance the achievement of organisational objectives</li> </ul>

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Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Make sure others understand that on-time and on-budget results are required and how overall success is defined</li> <li>• Control business unit output to ensure government outcomes are achieved within budgets</li> <li>• Progress organisational priorities and ensure that resources are acquired and used effectively</li> </ul>
<b>Results</b> Demonstrate Accountability	Adept	<ul style="list-style-type: none"> <li>• Assess work outcomes and identify and share learnings to inform future actions</li> <li>• Ensure that own actions and those of others are focused on achieving organisational outcomes</li> <li>• Exercise delegations responsibly</li> <li>• Understand and apply high standards of financial probity with public monies and other resources</li> <li>• Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety</li> <li>• Conduct and report on quality control audits</li> <li>• Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks</li> </ul>
<b>Business Enablers</b> Finance	Intermediate	<ul style="list-style-type: none"> <li>• Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing</li> <li>• Conduct delegated purchasing activities in line with procedures</li> <li>• Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements</li> </ul>
<b>Business Enablers</b> Finance	Adept	<ul style="list-style-type: none"> <li>• Prepare clear project proposals and define scope and goals in measurable terms</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Prepare accurate estimates of costs and resources required for more complex projects</li> <li>• Communicate the project strategy and its expected benefits to others</li> <li>• Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>
<b>People Management</b> Manage and Develop People	Adept	<ul style="list-style-type: none"> <li>• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives</li> <li>• Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning</li> <li>• Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>People Management</b> Optimise Business Outcomes	Adept	<ul style="list-style-type: none"> <li>• Monitor performance against standards and take timely corrective actions</li> <li>• Keep others informed about progress and performance outcomes</li> </ul>
		<ul style="list-style-type: none"> <li>• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives</li> <li>• Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning</li> <li>• When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences</li> <li>• Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context</li> <li>• Monitor performance against standards and take timely corrective actions</li> <li>• Keep others informed about progress and performance outcomes</li> </ul>
Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> <li>• Remain composed and calm and act constructively in highly pressured and unpredictable environments</li> <li>• Give frank, honest advice in response to strong contrary views</li> <li>• Accept criticism of own ideas and respond in a thoughtful and considered way</li> <li>• Welcome new challenges and persist in raising and working through novel and difficult issues</li> <li>• Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues</li> </ul>