Role Description
Team Leader Accounts Receivable

Cluster	Planning Industry and Environment
Agency	Department of Planning Industry and Environment
Division/Branch/Unit	Corporate Service Partners / Corporate Operations / Business Services
Location	Orange
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	132211
PCAT Code	1229192
Date of Approval	August 2017 (updated October 2019)
Agency Website	www.dpie.nsw.gov.au

Agency overview

The Planning, Industry and Environment Cluster (DPIE) was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

Primary purpose of the role

The Team Leader Accounts Receivable supervises a team to deliver financial activities that meet customer needs, address operational issues and meet service level agreement (SLA) outcomes. This role also ensures that the provision of advice and service complies with legislative requirements, industrial instruments, departmental and central agency directions, and departmental policies and procedures.

Key accountabilities

- Supervise and coordinate the day to day transactional financial processing and operational activities of the team to ensure the delivery of accurate, high quality financial services that meet deadlines and identified SLAs.
- Coordinate team resourcing to ensure workloads are effectively managed and financial processing and services are delivered accurately and to required timeframes.
- Develop and maintain strong internal business relationships to proactively identify, mitigate and resolve client concerns in a professional and empathetic manner.
- Coordinate the implementation of business system and process changes, quality controls and audit recommendations to ensure compliance with legislation, policies and procedures and continuous improvement.
- Work collaboratively with other Branches within Corporate Services Partners to contribute to the overall customer experience by providing timely advice to the Service Centre regarding changes in processes, processing timelines, and system incidents.
- Ensure the confidentiality, security and integrity of agency records and data in accordance with

legislation, Government and departmental policies and procedures.

Key challenges

- Reviewing, updating and recommending improved procedures and processes, utilising technological improvements related to receivable processing functions.
- Demonstrating an active and positive approach to leadership and promoting high quality customer service in a high volume, deadline dependent environment.

Key relationships

Who	Why
Internal	
Senior Manager	• Receives guidance from, discusses priorities and provides regular updates on key issues and progress.
Team Members	• Provide guidance, exchange information and provide feedback.
CSP Colleagues	• Work collaboratively to deliver high quality end to end service.
External	
Other government agencies, clients and stakeholders	• Provide advice and exchange information.

Role dimensions

Decision making

- Uses discretion to prioritise own and team workload within a structured operating environment that is subject to established policies, procedures and practices underpinned by statutory requirements.
- Some capacity to adapt operating practices and escalates issues to the Senior Manager that require a higher delegation of approval.

Reporting line

Senior Manager

Direct reports

The role supervises the Coordinators in Financial Operations, Senior Processing Officers and Processing Officers.

Budget/Expenditure

Nil

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

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	Intermediate
	Act with Integrity	**Intermediate**
	Manage Self	Intermediate
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	**Intermediate**
People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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**
Personal Attributes Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Project Management	Intermediate	• Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans
People Management Manage and Develop People	Intermediate	• Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues