

Role Description

Accounts Receivable Officer



Education

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Corporate Services Finance Shared Services Accounts Receivable
Location	Bathurst
Classification/Grade/Band	Clerk Grade 1/2
Role Number	TBC
ANZSCO Code	551211
PCAT Code	1223137
Date of Approval	September 2020
Agency Website	www.dec.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 Accounts Receivable Officer delivers a range of transactional services and responds to enquiries and routine requests from internal customers, identifying and escalating enquiries as necessary, to ensure the provision of accurate information. The role is accountable for delivering efficient, accurate and reliable transaction processing to support the effective operation of the functional area.

The role supports the Accounts Receivable team within the Finance Shared Services 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 a range of routine transactional workflows relevant to the operations of the functional area. 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.
- Assist with general enquiries and information requests from 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.
- Consult with the team and supervisor when dealing with complex enquiries, issues or requests, and escalating as necessary, incoming enquiries in a confidential, responsive, customer-focused manner.
- Provide efficient data processing and record management services to: facilitate accurate transaction processing; prepare routine reports, data logs and other documents; support the timely flow of information to and from the functional area.
- 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.
- 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

Who	Why
Internal	
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

Who	Why
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

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

Essential requirements

- Knowledge and understanding of accounting practices and processes.





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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	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
Personal Attributes Manage Self	Foundational	<ul style="list-style-type: none"> Be willing to develop and apply new skills Show commitment to completing work activities effectively Look for opportunities to learn from the feedback of others
Relationships Work Collaboratively	Foundational	<ul style="list-style-type: none"> Work as a supportive and co-operative team member, share information and acknowledge others' efforts Respond to others who need clarification or guidance on the job Step in to help others when workloads are high Keep team and supervisor informed of work tasks
Results Deliver Results	Foundational	<ul style="list-style-type: none"> Complete own work tasks under guidance, within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks Seek clarification when unsure of work tasks

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Finance	Foundational	<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 as well as calculating and recording financial data and transactions • Be aware of financial delegation principles and processes • Understand compliance obligations related to using resources and recording financial transactions
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology