

Role Description

Team Leader Accounts Receivable



Education

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Corporate Services Shared Services Finance Accounts Receivable
Location	Bathurst
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	551111
PCAT Code	1223132
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 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 Team Leader Accounts Receivable plays a leading role in providing exemplary customer service and specialist advice, and engages team members in the delivery of accurate, reliable and targeted outcomes that meet customer expectations. The role is also accountable for optimising business outcomes and drives the day to day operational activities of the team in order to achieve team objectives.

The role supports the Accounts Receivable team within Shared Services Finance. 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

- Manage the day-to-day work activities of the team, including workload, timelines and expected customer experience and Shared Services outcomes; ensuring service delivery to customers remains efficient, customer centric and meets agreed service level agreements and key performance indicators.
- Maintain partner relationships with internal and/or external stakeholders (including individual and customer groups) to identify customer needs and inter business activities required to foster a productive relationship between Shared Services, the Department and its customers.
- Actively contribute to a culture of customer centricity and continuous improvement by providing, documenting and maintaining Shared Services and Customer Experience procedures, policies and manuals.
- Adopt and implement appropriate workflows including the use of new/update to Shared Services and Customer Experience technologies and methodologies to ensure that team members have the necessary skills and experience to deliver efficient and effective customer centric service delivery.
- Monitor, review and analyse Shared Services systems and databases to generate reports on balance score cards, service levels, operational performance and customer feedback to provide and inform accurate advice and information for staff, customers, management and external agencies.
- Contribute to the preparation of correspondence, briefings and reports to support the effective operations of Shared Services functions for operational management meetings and Governance forums.
- Work collaboratively to share and maintain knowledge of Shared Services customer feedback, insights and reporting findings to continually improve the customer experience through service design and Delivery.
- 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
Internal	
Customers	<ul style="list-style-type: none"> • Delivers high quality customer-focused services • Provides guidance in resolving technical and/or complex matters requiring specialist knowledge
Direct Reports (If applicable)	<ul style="list-style-type: none"> • Guides the day-to-day work activities of the team • Plans and monitors resource allocation effectively • Supports and shares information with colleagues to achieve team goals and provides and seeks assistance as required
Supervisor	<ul style="list-style-type: none"> • Provides regular status reports • 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
Shared Services team members	<ul style="list-style-type: none"> • Collaborates and drive consistent application of improving customer experience and service delivery • Provide advice on customer experience and customer needs, and feedback to inform service design and transition of existing and new services • Share and analyse customer and service data to identify opportunities for process and service improvement
External	
Learning Networks/Communities of Practice	<ul style="list-style-type: none"> • Actively participates in internal and/or external learning opportunities, briefing sessions and workshops to keep up to date and to maintain specialist/technical knowledge
Industry professionals/Consultants	<ul style="list-style-type: none"> • Maintains specialist knowledge, seeks advice and collaborates on the implementation of Shared Services strategies to keep abreast of best practice

Role dimensions

Decision making

The role acts independently in performing its core work functions and applies specialised knowledge, skills and professional judgement to achieve Finance Shared Services 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.

Where the role supervises a team, it has authority to make decisions about the coordination of workflows, and 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 Principal Accounts Receivable.

Direct reports

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

Budget/Expenditure

Nil

Essential Requirements

- Tertiary qualifications or relevant experience in 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 of and commitment to the Department's Aboriginal Education and Training policies



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	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Foundational

Details below subject to review/update when Occupation Capability Set finalised/published by PSC, if applicable.

Occupation / profession specific capabilities: Finance Professionals

Capability Set	Capability Name	Level
 Occupation Specific	Financial Strategy, Governance & Risk Management	NA
	Financial Accounting & Statutory Reporting	NA
	Management Accounting	NA
	Audit & Assurance	NA
	Taxation	NA
	Finance Operations & Systems	1
	Finance Business Partnering	1

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	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> 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 Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/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 impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Finance	Intermediate	<ul style="list-style-type: none"> Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending Take account of financial and budget implications, including value for money in planning decisions

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Present basic financial information to a target audience in an appropriate format • Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them • Display an awareness of financial risk and exposure and solutions to address these
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
People Management Manage and Develop People	Foundational	<ul style="list-style-type: none"> • Clarify work required, expected behaviours and outputs • Contribute to developing team capability and recognise potential in people • Give support and regular constructive feedback that is linked to development needs • Identify appropriate learning opportunities for team members • Recognise performance issues that need to be addressed and seek appropriate advice

Below is indicative only and subject to review/update when Occupation Capability Set is finalised by PSC, if applicable.

Occupation / profession specific capabilities

Capability Name	Level	Behavioural Indicators
Finance Operations and Systems	1	<ul style="list-style-type: none"> • Understand less complex Australian Accounting Standards, and financial delegation principles and processes • Correctly process accounts payable and receivable transactions Utilise the organisation's financial systems to collect and present verified financial information • Prepare standard financial reports in the required format through familiarity with data input, interrogation and output processes • Operate system controls to ensure the accuracy and completeness of the financial data recorded in journals and ledgers • Operate the organisation's accounting and financial reporting applications accurately

Occupation / profession specific capabilities

Capability Name	Level	Behavioural Indicators
Finance Business Partnering	1	<ul style="list-style-type: none">• Apply knowledge across the range of financial systems and policies to inform and clarify the actions required by business managers• Work with the business to better understand and articulate its accounting, financial management and reporting needs• Pursue opportunities to establish and build networks and relationships beyond the finance function• Provide relevant financial systems and recording information and guidance based on an understanding of the business and its operating context