

Role Description

Manager - Accounts Receivable and General Ledger

Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Shared Services, Accounts & Business Support Services
Location	Police Headquarters (PHQ), Parramatta
Classification/Grade/Band	Clerk 9-10
ANZSCO Code	132211
PCAT Code	1323192
NSWPF Role Number	
Date of Approval	01/06/2018
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has five function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for ensuring that the work for which their position is responsible is carried out in ways which safeguard the health and safety of all workers.

Primary purpose of the role

The Manager - Accounts Receivable and General Ledger is responsible for leading and managing the team to ensure the recovery of all monies due and payable to NSWPF and the timely and accurate processing of financial information and the reconciliation of relevant balance sheets and bank accounts. The role will also continually review the current systems and processes for innovation and efficiencies with outcomes aligned to the Australian Accounting Standards, NSW Treasury Guidelines and directions and all relevant legislation and policies of the NSW Police Force.

Key accountabilities

- Responsible for managing the recovery of all outstanding monies due to NSWPF in a timely manner including the timely and effective processing of accounts receivable invoices and associated debt recovery on behalf of all Commands within NSWPF.
- Manage the preparation and completion of reconciliations and reporting requirements and the preparation of correspondence, submissions and reports on accounts receivable and general ledger activities on a regular basis.
- Manage the processing of daily banking upload files, general accounts bulk upload files and general ledger related transactions.
- Manage the maintenance of all NSWPF advance account operations including issuing of permanent and temporary advances.
- Responsible for liaising with internal Commands including Office of the General Counsel and external agencies including commercial legal firms representing NSWPF in the recovery of outstanding debts.
- Ensure compliance of relevant legislative, regulatory, policies and procedures with continuous monitoring and evaluation to implement ongoing changes in industry reform, compliance and opportunities for innovation and efficiencies to achieve organisational outcomes.
- Manage a team of staff to allocate work, determine priorities, adhere to deadlines, quality and accuracy standards are met including internal and external customer experience standards with the ongoing identification of training and development needs of staff to deliver services.

Key challenges

- The position is challenged in the management of the accounts receivable function and Shared Services general ledger functions across NSWPF.
- Maintain an up to date knowledge of key NSWPF systems, policies and procedures and statutory provisions relevant to accounts receivable and the ability to apply same in the workplace.
- Management of a team in a high volume and diverse accounts receivable and general ledger work environment.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key projects, issues, priorities and business objectives • Provide advice, discuss future direction and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions • Escalate sensitive issues
Direct Reports	<ul style="list-style-type: none"> • Inspire and motivate team, provide direction and manage performance • Guide, support, coach and mentor team members • Monitor and coordinate workload and competing priorities • Ensure team members comply with legislation, policies and procedures • Maintain accountability

Who	Why
Business Units	<ul style="list-style-type: none"> • Provide advice on business, policy and project related issues • Report and provide updates on business improvement proposals and progress • Engage, consult and collaborate to identify opportunities, define mutual interests and recommend strategies to improve processes
Client / Customers	<ul style="list-style-type: none"> • Resolve and provide solutions to issues and escalate where necessary • Information exchange
External	
Clients/Customers/Suppliers	<ul style="list-style-type: none"> • Resolve and provide solutions to issues • Optimise engagement to achieve defined outcomes • Information exchange
Service Providers	<ul style="list-style-type: none"> • Monitor the performance of external contractors, consultants • Assist in negotiating & resolving disputes • Provide Information and advice on banking processes, credit card transactions, dishonoured cheques, and file uploads
Other Government Agencies	<ul style="list-style-type: none"> • Consult and Liaise on preparation of responses to information & report requests

Role dimensions

Decision making

This role has autonomy to contribute to decisions regarding the administrative operations of the Accounts Receivable and General Ledger Unit and delivering the process. The role supervises the team and contributes to decisions regarding service delivery improvement and compliance.

The role also comes with a Category 7 financial delegation the lesser of \$35,000 or funds available.

Reporting line

- Manager – Clerk 12

Direct reports

- Team Leader – Analytics and Reconciliations – Clerk 7-8
- Team Leader – Accounts Receivable - Collections – Clerk 5-6

Budget/Expenditure

- Nil

Essential requirements

- Obtain and maintain the requisite security clearances for this position.
- Relevant tertiary qualification and/or equivalent work experience and a member of a relevant association.
- Sound experience with computerised financial systems (e.g. SAP or equivalent) including advanced excel skills and solid knowledge of MS office applications.

- Knowledge of and demonstrated experience in contemporary financial management, current public sector financial management policies, practices and procedures, and demonstrated ability to provide professional advice and strategic policy recommendations to senior management level.
- Demonstrated experience in financial operations and practices.






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


This role also utilises the Finance professional capability set.

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	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Advanced
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

Occupation / profession specific capabilities

Capability Set	Category	Level
	Finance Operations and Systems	Level 2
	Financial Accounting & Statutory Reporting	Level 2
	Finance Business Partnering	Level 2

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	<ul style="list-style-type: none"> • 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 • 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 Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial win/win outcomes • Show sensitivity and understanding in resolving acute and complex conflicts • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Pre-empt and minimise conflict within the organisation and with external stakeholders

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> 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 options 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
Business Enablers Finance	Advanced	<ul style="list-style-type: none"> Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound Assess relative cost benefits of direct provision or purchase of services Understand and promote the role of sound financial management and its impact on organisational effectiveness Involve specialist financial advice in review and evaluation of systems and processes used to identify opportunities for improvement Respond to financial and risk management audit outcomes, addressing areas of non-compliance
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> Define and clearly communicate roles and responsibilities to achieve team/unit outcome Negotiate clear performance standards and monitor progress Develop team/unit plans that take into account team capability, strengths and opportunities for development Provide regular constructive feedback to build on strengths and achieve results Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way Monitor and report on performance of team in line with established performance development frameworks

Occupation / profession specific capabilities

Category	Level	Level Description
Finance Finance Operations and Systems	Level 2	<ul style="list-style-type: none"> • Leverage proficiency in finance systems and processes to act as a source of training for other users • Identify ways to enhance performance of financial systems through an understanding of compatibilities and relationships between different financial systems • Operate financial information systems effectively and evaluate specific output requirements • Analyse and review journal and ledger processes and transaction entries ensuring efficiency and accuracy • Ensure the accurate forecasting of short term cash requirements • Supervise the accurate and timely process of accounts payable and receivable, supporting good working capital management
Finance Finance Business Partnering	Level 2	<ul style="list-style-type: none"> • Address financial transaction recording and reporting issues with business leaders and supervisors, to fully satisfy policy and procedural requirements • Engage with managers to better appreciate business needs and to identify opportunities to streamline and enhance recording, analysis or reporting processes • Provide feedback into the finance function on behalf of the business unit by monitoring and assessing the effectiveness and efficiency of financial and accounting processes • Network with peers across other business units to identify changes or enhancements to financial systems or processes which might be adopted or leveraged to assist the business • Work with managers in coaching and consulting discussions, to improve understanding and familiarity with budget preparation and forecasting systems, policies and processes

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	01.06.2018