

Role Description

Coordinator Accounts Payable

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	Operations Group / EDConnect / Shared Services Finance / Accounts Payable Team
Role number	180084
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	551111
PCAT Code	1223132
Date of Approval	16 January 2023
Agency Website	https://education.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 role supports the Accounts Payable team within Shared Services Finance. Shared Services Finance is responsible for delivering, managing, and improving financial / advisory services to the department. The Coordinator Accounts Payable delivers excellent customer service and specialised advice, and supports team members in the delivery of accurate, reliable, and targeted outcomes that meet customer needs. The role is also accountable for building strong customer relationships and collaborating with team members, to create consistent, high-quality service delivery.

This role requires a deep understanding of customer needs, draws upon previous experience and specialist knowledge to effectively review, process and report on financial matters relating to Accounts Payable to resolve internal and external customer enquiries in a prompt and professional way.

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.
- Provide coaching, training and development support to team members to ensure accurate and timely transactional processing, including advice on financial policy, relevant legislation and operating service standards.
- Build excellent customer relationships and work collaboratively with team members and other teams across the Shared Services function, to increase efficiencies in the delivery of services.
- Monitor, review and analyse the department's financial systems and databases to ensure the accuracy and timeliness of financial transactions and resolve transactional issues to uphold the integrity of the unit's financial databases and operations.
- Give prompt and accurate reports and feedback to the supervisor regarding progress and achievements towards goals, sensitive and or contentious matters or emerging issues that could adversely affect customer service or the delivery of agreed business tasks.
- Utilise technology applications and systems confidently to deliver efficient and effective service in accordance with Department policy. Applications include relevant finance systems, HPRM, 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 and indicators of success over 12 months.

Key challenges

- Balancing a range of competing and conflicting work priorities and/or workflows in a high-volume work area. The challenge comes when competing and conflicting demands are impacted by non-negotiable deadlines. This necessitates the role to engage with and effectively manage stakeholder expectations
- Keeping abreast of current and emerging financial trends, policy and legislative reform, learning and applying new process changes quickly.
- Maintaining expertise and knowledge of best practice while providing support and training to team members through the appropriate processes, systems and policies to achieve business outcomes.

Key relationships

Internal

Who	Why
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
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

External

Who	Why
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- Respond to queries where possible, or redirect to relevant function / team

Role dimensions

Decision making

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

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 results. The role exercises independent judgement in responding to transactional and information inquiries 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 Team Leader, Accounts Payable

Direct reports

This role has no direct reports

Budget/Expenditure

This role has no financial delegations

Key knowledge and experience

- Knowledge of and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people
- Demonstrated successful experience in supervising and coordinating the execution of the day to day activities of a team.
- Experience as a supervisor providing mentoring, coaching and training to team members.

Essential requirements

- Appropriate tertiary qualifications in Business Administration or a relevant/related discipline, and/or demonstrated successful experience in stakeholder/customer engagement in a Shared Services/Contact Centre environment.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.




The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Adapt existing skills to new situations• Show commitment to achieving work goals• Show awareness of own strengths and areas for growth, and develop and apply new skills• Seek feedback from colleagues and stakeholders• Stay motivated when tasks become difficult	Intermediate
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• Tailor communication to diverse audiences• Clearly explain complex concepts and arguments to individuals and groups• Create opportunities for others to be heard, listen attentively and encourage them to express their views• Share information across teams and units to enable informed decision making• Write fluently in plain English and in a range of styles and formats• Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">• Focus on providing a positive customer experience• Support a customer-focused culture in the organisation• Demonstrate a thorough knowledge of the services provided and relay this knowledge 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• Cooperate across work areas to improve outcomes for customers	Intermediate



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and 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 affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate

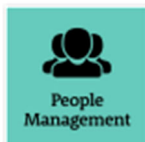


Finance

Understand and apply financial processes to achieve value for money and minimise financial risk

- Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending
- Consider financial implications and value for money in making recommendations and decisions
- Understand how financial decisions impact the overall financial position
- Understand and act on financial audit, reporting and compliance obligations
- Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these

Intermediate



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others







- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
- Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Monitor and report on team performance in line with established performance development frameworks








Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate

	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational