

JOB DESCRIPTION

Team Leader Accounts Payables & Processing

ROLE TITLE Team Leader Accounts Payables & Processing

SECTION/DIVISION: Shared Services Division, Finance Services

REPORTS TO: Senior Manager Finance Services

DIRECT REPORTS (FTE): 7.5

INDIRECT REPORTS (FTE): Nil

PRIMARY PURPOSE OF THE ROLE:

ACCOUNTABILITIES:

Supervise and manage a team in a high volume Shared Service unit to achieve operational outcomes. Manage the day-to-day work activities of the team, including timelines, expected customer experience and prioritising and allocating workflow. Implement and monitor the appropriate separation of duties in the Finance Services accounts payables and processing team.

Implement, communicate and monitor effective and robust financial management controls, systems and frameworks across the portfolio of activity. Ensure the integrity of business critical financial information, the accuracy and completeness of processes performed by the team, and effective financial and risk management in line with professional standards, delegations, and policy and legislative requirements.

Provide timely and accurate advice, information and expert technical interpretation on complex transactional issues and matters, in a manner easily interpreted by stakeholders, to ensure resolution in an equitable and appropriate manner.

Evaluate and respond to sensitive and contentious operational or service delivery issues to ensure that financial, reputational and business risks are minimised.

Place the customer at the centre of all decision making, and effectively respond to challenging and demanding customers who have limited knowledge of financial policies and procedures.

Maintain oversight of ledger maintenance ensuring data integrity, maintain the chart of accounts, coordinate and create month end close off of transactions and rolling of ledger, create and run month end allocation journals.

Extract and analyse data to provide relevant and accurate finance transaction reports for management such as aged analysis, supplier type analysis, invoices processed, days taken to approve transactions, debt levels, receipts by transaction type, and master file maintenance stats. Respond to ad-hoc requests for non-system generated reports.

Manage vendor relations and is the escalation point for external accounts payable enquiries.

Seek new opportunities for enhancing the accounts payable and processing services. Collaborate with colleagues and other stakeholders (such as Shared Services Client Services, AskOtago and the Financial Services Division teams), to maximise efficiency, leverage resourcing and collective knowledge, and to deliver a consistent, integrated suite of finance services.

Perform Departmental Health & Safety Officer (DHSO), first aid and/or fire warden duties (if required); and ensure reasonably practicable steps are taken to create a safe and healthy work environment.

KEY RELATIONSHIPS:Internal

Managers, staff, students
Financial Services Division staff
Shared Services staff e.g. Ask Otago, Client Services Coordinators, Administrators - Student Experience

External

DHBs, research funding bodies, research groups
Consultants, suppliers, vendors
Government departments, institutions, agencies
Other universities

QUALIFICATIONS & EXPERIENCE:Essential

Recognised qualification in accounts administration, accounting, finance or related field.
5+ years' of related experience, leading a team where high levels of customer service delivery are expected.
Proven experience in appropriate finance systems for the purposes of processing financial transactions and reporting.
Proven experience in applying good accounting principles and standards.

Preferred

Tertiary qualification.
Experience of working in an environment with high volume or a wide variety of finance transactions.
Experience in using Finance One.
3+ years' experience in managing the delivery of high quality work outputs and team performance.

TECHNICAL SKILLS AND KNOWLEDGE:

High degree of computer literacy with proficiency in the Microsoft suite of programmes, and advanced Excel; well-developed keyboard and word-processing skills.
High level of numerical and data analysis skills.
Good knowledge of Finance One (an advantage).
Good understanding of accounting principles, processes and fraud awareness.
Knowledge of internal control systems and procedures.
An excellent understanding of tax legislation as it applies to tasks completed.
Good understanding of University finance policy and procedures (an advantage).

SPECIAL REQUIREMENTS:

Contribute as part of a network of Shared Services staff, to provide suitable coverage during periods of leave and peak period activities.

DIRECT BUDGET ACCOUNTABILITY:

Authorises minor expenditure from another person's budget in accordance with University financial delegations.

HEALTH AND SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
ENABLE	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
PERSONAL ATTRIBUTES	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
PEOPLE MANAGEMENT	Manage and Develop Capability	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Work Outcomes	Intermediate
	Change and Innovation	Foundational
LANGUAGE AND CULTURE	Te Reo	Foundational
	Tikanga Māori	Intermediate

CAPABILITY FRAMEWORK DESCRIPTORS

Team Leader Accounts Payables & Processing

ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
<p>Focus on key points and speak using plain language</p> <p>Clearly explain and present ideas and arguments</p> <p>Display active listening and ask appropriate, respectful questions</p> <p>Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon</p>	<p>Support a culture of quality customer service in the organisation</p> <p>Demonstrate a thorough knowledge of the services provided and relay accurately to customers</p> <p>Identify and respond quickly to customer needs</p> <p>Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs</p> <p>Co-operate across work areas to improve outcomes for customers</p>	<p>Build a supportive and co-operative team environment</p> <p>Share information and learning across teams. Support others in challenging work situations</p> <p>Acknowledge outcomes which were achieved by effective collaboration</p> <p>Engage other teams or work units to share information and solve issues and problems jointly</p>	<p>Utilise facts, knowledge and experience to support recommendations</p> <p>Work towards positive and mutually satisfactory outcomes</p> <p>Identify and resolve issues in discussion with other staff and stakeholders</p> <p>Identify others' concerns and expectations</p> <p>Keep discussion focused on the key issues</p>

ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
ADEPT	INTERMEDIATE	ADEPT	ADEPT
<p>Take responsibility for delivering on intended outcomes. Use own expertise and seek others' expertise to achieve work outcomes</p> <p>Ensure team/work unit staff understand expected goals and acknowledge success</p> <p>Identify resource needs and ensure goals are achieved within budget and deadlines</p> <p>Identify changed priorities and ensure allocation of resources meets new organisational needs. Ensure financial implications of changed priorities are explicit and budgeted</p>	<p>Understand the team/work unit objectives and align operational activities accordingly</p> <p>Initiate and develop goals and team plans and use feedback to inform future planning</p> <p>Respond proactively and with initiative to changing circumstances and adjust plans and schedules when necessary</p> <p>Ensure current work plans and activities are consistent with organisational change initiatives</p>	<p>Research and analyse information, identify interrelationships and make relevant evidence based recommendations</p> <p>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</p> <p>Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness</p> <p>Identify and share organisational process improvements to enhance effectiveness</p>	<p>Ensure that actions of self and others are focused on achieving organisational outcomes</p> <p>Assess work outcomes and identify and share learnings to inform future actions. Exercise delegations responsibly</p> <p>Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks</p> <p>Understand and exercise integrity and due diligence with budgets, University monies and other resources</p>

 PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
INTERMEDIATE	ADEPT	INTERMEDIATE	INTERMEDIATE
<p>Be flexible and adaptable and respond quickly when situations change</p> <p>Offer own opinion and raise challenging issues in an appropriate manner</p> <p>Listen when ideas are challenged and respond in a reasonable way</p> <p>Work through challenges</p> <p>Stay calm and focused in the face of challenging situations</p>	<p>Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism within the team/work unit</p> <p>Set an example for others to follow and identify and explain ethical issues pertaining to work activity. Ensure others clearly understand the legislation and policy framework within which they operate</p> <p>Act to prevent and report misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills and adapt existing skills to new situations</p> <p>Show commitment to achieving work goals effectively</p> <p>Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance</p> <p>Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult</p>	<p>Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints</p> <p>Seek input from others who may have different perspectives and needs</p> <p>Adapt and respond positively in diverse environments</p>

 PEOPLE MANAGEMENT

Manage and Develop Capability	Inspire Direction and Purpose	Optimise Work Outcomes	Change and Innovation
<i>Engage and motivate staff and develop capability and potential in others</i>	<i>Communicate goals, priorities and vision and recognise achievements</i>	<i>Manage resources effectively and apply sound workforce planning principles</i>	<i>Support, promote and champion change, and assist others to engage with change</i>
INTERMEDIATE	FOUNDATIONAL	INTERMEDIATE	FOUNDATIONAL
<p>Ensure that roles and responsibilities are clearly communicated</p> <p>Develop team capability and recognise and develop potential in people</p> <p>Be constructive and build on strengths when giving feedback</p> <p>Identify and act on opportunities to provide coaching and mentoring</p> <p>Recognise performance issues that need to be addressed and work towards resolution of issues</p>	<p>Assist team to understand organisational direction</p> <p>Ensure team members understand the work unit's strategy, policies and services and how their activities align to objectives and affect overall performance</p> <p>Understand and clearly communicate performance standards</p> <p>Recognise and acknowledge team members' high quality work</p>	<p>Develop team/work unit plans that take into account team capability and strengths</p> <p>Plan and monitor resource allocation effectively to achieve team/work unit objectives</p> <p>Ensure team members work with a good understanding of work principles as they apply to the work area</p> <p>Participate in wider work unit workforce planning to ensure the availability of capable resources</p>	<p>Support change initiatives and assist staff to understand their purpose and impact</p> <p>Share information with team members to assist them to understand and manage uncertainty and change</p> <p>Recognise barriers to change and support the team to accept and facilitate change</p>



Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
FOUNDATIONAL	INTERMEDIATE
<p>Use te reo Māori words and greetings in an appropriate way in the work place</p> <p>Endeavour to use and pronounce Māori words correctly</p> <p>Actively participate in training and development opportunities that increase own te reo Māori language capability</p>	<p>Understand the University's Māori Strategic Framework and incorporate its principles appropriately in work place activities</p> <p>Demonstrate an appropriate workplace understanding and awareness of tikanga Māori</p> <p>Has knowledge of the Articles and Principles of Te Tiriti o Waitangi</p> <p>Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi</p>