

Position Description

Position Title	Finance Officer
Position Reports to	Accountant
Position Leads	NIL
Location	29 Learmonth Street, Alfredton, Victoria, 3350
Employment Type	Full-time
Last Updated	March 2023

Why are we here?

Purpose: We partner with our customers to create their best life.

Our Vision: To fulfil the unmet support needs of our community and enrich lives every day.

How do we do this?



What is your purpose?

The Finance Officer will undertake financial and administrative duties to support the business operations of the Finance Team. The Finance Officer's primary accountability is timely and accurate completion of Accounts Receivable including NDIS and Accounts Payable functions as well as support reception duties. The position will also deliver tasks by applying the standards and procedures set out by the Financial Accountant and Accountant.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Service Delivery	<ul style="list-style-type: none"> Undertake the processing of account payable in line with the processes and procedure set out in the finance manual, including the review of supplier statements, coding of invoices for executive review and sign off and provide back up support for the processing of payments to the Finance Coordinator Undertake the processing of accounts receivable in line with the processes and procedures as set out in the finance manual, including the processing of residential charges, 6 monthly review of fees and charges and the reconciliation of customer accounts including the follow up of debtors where required Assist in the processing of NDIS billing through the review and analysis of participant attendance Provide responses to customer and supplier queries

	<ul style="list-style-type: none"> • Complete additional finance duties as instructed by the Financial Accountant and Accountant • Provide back up support to Reception, including incoming and outgoing mail, administrative bookings, customer and telephone services
Employee Experience and Collaboration	<ul style="list-style-type: none"> • Champion McCallum’s code of conduct and values, acting in accordance with our policies and procedures at all times. • Develop and maintain effective relationships with key stakeholders. • Be an active member of the finance team, providing input and support into the implementation and achievement of our finance team strategy and outcomes. • Work collaboratively with the Finance Team to continuously improve services • Promote a positive and safe work culture
Customer Experience and Quality	<ul style="list-style-type: none"> • Provide excellent customer experience to McCallum’s customers, including their family and friends • Implement and champion our Quality Management System. • Support the preparation of administration for compliance with NDIS audits and standards. • Ensure effective record keeping and that all documentation is kept up to date including within the Service Record System (SRS) and staff related matters.
Self-care and professional development	<ul style="list-style-type: none"> • Participate in feedback meetings with the Financial Controller • Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored • Identify and seek appropriate resources to support your own health and wellbeing • Participate in wider McCallum projects and initiatives as required.

What do I need to be a success? (Attributes)

- Our customers are at the centre of everything that you do
- You champion customer experience and provide positive, professional, optimal service to our customers, staff, community and stakeholders.
- You value accuracy and attention to detail as well as developing effective and efficient systems of work.
- You are a consultative, collaborative and inclusive team member.
- You build and maintain relationships with your colleagues, customers and stakeholders
- You are team player that actively participates and champions a supportive and values driven work environment.

Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- **NDIS Worker Screening Check**
- **Right to Work in Australia; and**
- **Current Driver's License.**

Essential

- Certificate IV or above in related discipline, or relevant experience. Demonstrated experience in a busy and dynamic administrative position, ideally within the Human Services or Health Sector
- Demonstrated experience in processing both Accounts Payable and Accounts Receivable functions in a high volume environment within accounting software.
- Proven experience in providing excellent customer services.
- Demonstrated a high level of numeracy, written and verbal communication skills.
- Demonstrated the ability to work closely with team members and take direction as required.
- Experience in Microsoft Office Suite, including but not limited to, Outlook, Word, Excel and PowerPoint

Desired

- Experience in SAP Business 1 or other large accounting package.
- Knowledge of National Disability Insurance Scheme (NDIS)

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

CEO Signature: _____ **Date:** _____