

JOB DESCRIPTION

Senior Revenue and Receivables Officer

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

This role is responsible for processing revenue related transactions, accruals, and reconciliation activities including Billing, Accommodation payments, Direct Debits and Subsidy Claims. This role will be seen as a subject matter expert in all aspects of processes and systems for relevant business stream and will stand in for the Senior Revenue Accountant or Senior Receivables Lead when they are absent. This role will also be key to supporting the Revenue and Receivables officers in the team.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the **Revenue and Receivables** team through the following:

- Provide consistent and visible leadership in WH&S behaviours and actions within the team and department and ensure there is a safe working environment, and that staff are properly trained to be able to work in a safe manner.
- Work closely with the Head of Department to translate business and strategic objectives into targets, tactical plans and action steps which team members can effectively implement.
- Take responsibility for ensuring that team members have the necessary resources and capability to deliver high quality work. Regularly assesses team member performance, sets objectives and establishes active development plans.

- Understand industry trends and commercial implications and demonstrates knowledge of the impact department advice has on the other Directorates in Uniting.
- Contribute to the development and evaluation of changes and improvements to the services provide by the department/team and ensures that changes support the viability of Uniting.
- Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Senior Revenue and Receivables officer, your role specifically will:

- Support the team and provide guidance for all processes related to Billing and Subsidies/Grants for allocated Business Streams on daily basis
- Support team members with Quarterly Review process
- Process Client Billing, Refunds and Direct Debits per schedule
- Process transactions relating to Refundable Accommodation Deposits and Ingoing Contributions in timely manner, in compliance with applicable legislative and business requirements
- Process monthly subsidy claims, accruals, and reconciliations as per the Aged Care rules and regulations.
- Identify and follow up on any unpaid subsidies with Services Australia by liaising with Service managers, Client Administration team as required
- Assist with Receipting of Customer payments on allocated days
- Respond to and resolve enquiries with the business as required
- Prepare and assist with Month end Reporting related to Revenue and Receivables activities
- Provide relevant input to assist in the accurate and timely reconciliation of revenue-related balance sheet accounts
- Assist with Interim and year end Audit process requirements
- Actively participate in projects designed to ensure standardization and minimise ad hoc and non-standard transactions
- Ensure that all duties are carried out in compliance with internal policies

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate:

Finance

You'll report to:

Senior Revenue Accountant / Senior Receivables lead

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.

- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

Tertiary qualification in Accounting or equivalent experience a must.

Bachelor qualification preferred.

Skills and Experience:

Typically, this role will require 6 or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- Strong analytical skills and numerate ability are essential.
- Attention to detail and quality focused with the ability to handle sensitive and confidential information
- Proven leadership, communication, negotiation, and interpersonal skills
- Ability to work effectively with Government departments, clients, service streams, staff and other support functions to achieve client service outcomes
- Strong skills in the operation of ERP software, and analytical tools including Excel
- Experience in consumer oriented shared service environments managing large volumes & high complexity of transactions is essential

Even better:

- Strong knowledge of Aged Care funding and reporting requirements
- Experience in working in a highly regulated environment is advantageous

Employee Name:		Manager's Name:	
		Title	
Date:		Date:	
Signature:		Signature:	