

Role Description

Accounts Receivable Supervisor



Role Description Fields	Details
Department/Agency	Fire and Rescue NSW (FRNSW)
Division/Branch/Unit	Finance/Finance Operations/ Accounts Receivable
Role number	52006701
Classification/Grade/Band	Clerk Grade 5/6
OSCA Code	541131
PCAT Code	1223132
Date of Approval	18 March 2026
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also support counter terrorism operations and lead urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Coordinate and oversee accounts receivable operations to ensure timely revenue collection, compliance with financial policies and legislation, and effective support for the organisation's financial management objectives.

Key accountabilities

- Ensure the timely issuance of client invoices in line with accounts receivable policies and procedures, including obtaining all required authorisations.
- Provide leadership and support to the accounts receivable team to ensure efficient, accurate and compliant operations.
- Maintain and monitor the accounts receivable system (including invoice and client records) to ensure information is accurate and up to date.
- Ensure all cash and cheque payments are promptly receipted and banked within required timeframes.
- Oversee regular reconciliation of accounts receivable records with banking journals, ensuring all incoming payments are accurately allocated to the appropriate budgets or projects.
- Act as the escalation point for overdue client invoices, ensuring timely resolution of outstanding debts and recommending debtor adjustments or write-offs where appropriate.
- Review and assess accounts receivable processes and systems, recommending improvements to enhance efficiency and support successful commercial outcomes.
- Act as the primary contact for the Office of State Revenue regarding overdue debt collection, ensuring effective coordination and adherence to required processes.
- Maintain effective internal control mechanisms within accounts receivable systems and workflows to ensure compliance and the integrity of financial transactions.



Key challenges

- Keeping up-to-date with evolving legislation, accounting standards, and internal policies to ensure ongoing compliance.
- Upholding strict confidentiality of financial and client data by exercising sound discretion and restricting access to authorised personnel.
- Balancing competing deadlines and resource constraints in a high-volume accounts receivable environment while ensuring accuracy and compliance

Key relationships

Internal

Who	Why
Accounts Receivable team (direct reports)	<ul style="list-style-type: none">• Guide and support team members, ensuring they have the information needed to complete accounts receivable tasks accurately, on time and in line with policy.
Director Financial Operations	<ul style="list-style-type: none">• Provide regular updates on accounts receivable performance and escalate significant issues, ensuring senior management is informed of any risks that may impact core business operations.
FRNSW Staff	<ul style="list-style-type: none">• Advise and support on accounts and payment processes, ensuring internal stakeholders' queries are resolved promptly and in accordance with financial procedures.

External

Who	Why
External Stakeholders	<ul style="list-style-type: none">• Advise on public sector invoicing and payment requirements and resolve billing issues, ensuring timely payments and maintaining positive stakeholder relationships.

Role dimensions

Decision making

Makes day-to-day decisions within the scope of the role, prioritising in accordance with agreed timeframes and level of complexity

Reporting line

Director Financial Operations

Direct reports

One (1) for BAU

Budget/Expenditure

As per FRNSW Delegations Manual

Key knowledge and experience

- Experience in accounts receivable activities and demonstrated experience in managing a team

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.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent your organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Report misconduct and inappropriate behaviour • Report and manage conflicts of interest and encourage others to do so 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements • Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience • Use customer data, feedback and insights to improve service delivery • Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in your area of expertise • Connect and collaborate with relevant customers from the community 	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality 	Intermediate








Capability group/sets	Capability name	Behavioural indicators	Level
Results		<ul style="list-style-type: none"> • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes • Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs 	
 <p>Business Enablers</p>	<p>Finance</p> <p>Understand and apply financial processes to achieve value for money and minimise financial risk</p>	<ul style="list-style-type: none"> • Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Consider financial impacts and value for money when making recommendations and decisions • Understand how financial decisions impact the team and your organisation's overall financial position • Understand and act on financial audit, reporting and compliance obligations • Be aware of financial risk, reputational risk and how exposed your organisation is to these risks • Suggest solutions to deal with financial and reputational risks 	Intermediate
 <p>People Management</p>	<p>Manage and Develop People</p> <p>Engage with and motivate staff, and develop their capability and potential</p>	<ul style="list-style-type: none"> • Collaborate with your team to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely feedback that people can act on • Identify and act on opportunities to coach and mentor others • Recognise performance issues that need to be dealt with and work promptly to resolve them • Effectively support and manage team members who are working flexibly and in different locations • Create a safe environment that considers and respects team members' individual differences, backgrounds and cultures • Reflect on feedback about your management style and potential areas where you can improve 	Intermediate



Complementary capabilities




Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identify 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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
 Personal Attributes	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate

Capability group/sets	Capability name	Description	Level
 Results	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
 Business Enablers	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
 Business Enablers	Project Management	Understand and use effective ways to plan, coordinate and control projects	Foundational
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate

Capability group/sets	Capability name	Description	Level
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
 People Management	Manage Reform and Change	Support and champion change, and help others to engage with change	Foundational

Occupation specific capability set	Behavioural indicators	Level
 Finance	Financial Accounting and Statutory Reporting	Apply and comply with accounting standards, legislation and specific organisational policies, standards and protocols, and implement effective statutory and other external reporting requirements
 Finance	Taxation	Comply with taxation regulations and systems and implement effective taxation planning
 Finance	Finance Operations and Systems	Ensure appropriateness and reliability of financial information systems, and effective governance, cash management and controls over transactional processes