



Purchase to Pay Specialist

Position Detail			
Reports To	Business Services Lead	Group	Shared Services
Classification	ASA 6	Location	Canberra
Reports – Direct Total	0		

Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers, and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports, and provide aviation rescue fire fighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value, and embedding new ways of working and technology investments to further innovate and optimise.

Primary Purpose of Position

As the **Purchase to Pay Specialist** within Shared Services you will manage and oversee all aspects of the purchase to pay system and processes. This includes ensuring the integrity of the function, within legislative and policy guidelines, delivering against performance targets and aligning outcomes to the broader Shared Services and Airservices' strategies.

A main focus of the position also includes the ability to identify, drive and implement, in conjunction with the Shared Services Improvement team, process, system and training improvements.

Accountabilities and Responsibilities

Position Specific

- Oversee and direct work across the Purchase to Pay processes and team members, including, but not limited to, contracts, purchasing, payables, and reconciliations.
- Support the organisation in the delivery of low value/low risk procurement activities.
- Develop and manage effective relationships with key stakeholders and be seen as a key specialist in Purchase to Pay.
- Work with finance governance team to ensure organisational purchase to pay adherence to Airservices' Obligations, legislative requirements, compliance, governance and internal policies and procedures.
- Drive purchasing behaviour towards standardisation in accordance with Airservices policy and framework in the procuring of goods and services from preferred suppliers.
- Establish processes for the collection, report and action of internal feedback about suppliers on issues such as quality, timeliness, service and price.
- Work with the Shared Services Improvement team to identify improvements and automation

OFFICIAL

opportunities across the purchase to pay processes and systems.

- Work closely with the Business Services Lead on succession planning and ongoing development of technical, process and system knowledge of the purchase to pay team.
- Manage complex issues raised through escalation.
- Establish and manage purchase to pay reporting on the functional lifecycle Establish and manage monthly organisational performance reporting to present to senior leadership
- Develop and maintain training material on the end-to-end purchase to pay process and roll out comprehensive training to purchasers and senior leaders.

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives.
- Foster a culture of continuous improvement within your immediate team and stakeholder network
- Model Airservices values and demonstrate positive, constructive and professional behaviours.

Compliance, Systems and Reporting

- Complying with all Airservices' record keeping, policies and procedures, and applicable Australian laws.
- Ensure compliance with safety, risk, environmental and other regulations and standards.
- Work closely with Procurement and Corporate Finance to ensure the purchase to pay processes and systems comply with all legislation.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.

Key Performance Indicators

Efficient, Effective and Accountable

- Builds and maintains effective working relationships
- Takes responsibility for actions, outcomes and people
- Proactive management of tasks and forward planning
- Escalation to management where necessary
- Able to priorities and manage competing priorities
- Provide support, guidance and advise to other team members
- Data driven reporting on functional performance
- Drive process improvement

Key Relationships

- Business Services Team
- Procurement Services Team
- Corporate Finance
- Business department Leads, Heads and Chiefs
- Procurement, contract and purchasing business users throughout the business
- External suppliers

Skills, Competencies and Qualifications

- Tertiary qualification in a Business, Commerce or related discipline (Desirable)
- Proven ability to interpret and apply complex organisational frameworks and policies.
- Strong analytical skills with the ability to interpret purchase to pay data, assess trends and analyse processes.
- Influencing, communication and negotiation skills and demonstrated ability to influence stakeholder group.
- Experience in a Shared Services or similar operating environment.
- Strong interpersonal, written and communication skills with a proven ability to build relationships.
- Demonstrated ability in Exception/issues management.
- Sound judgement with ability to influence stakeholders through problem solving.
- Demonstrated ability to deal with ambiguity with positive outcomes.
- Strong customer service skills, good verbal and written communication skills, with a motivated and enthusiastic attitude to problem solving.
- Experience in identifying, implementing and driving change to embrace technology and new ways of working.
- Minimum of 2 years' experience working as a subject matter expert in a procure to pay area with demonstrated knowledge of multiple systems and a diverse range of processes.

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.