<table>
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<tr>
<th>POSITION DESCRIPTION</th>
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<tr>
<td><strong>Position Title:</strong></td>
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<tr>
<td><strong>Organisation Unit:</strong></td>
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<tr>
<td><strong>Position Number:</strong></td>
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<tr>
<td><strong>Type of Employment:</strong></td>
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<td><strong>Classification:</strong></td>
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**THE UNIVERSITY OF QUEENSLAND**

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience — the UQ Advantage — is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see [http://uniquest.com.au/our-track-record](http://uniquest.com.au/our-track-record)).
UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

**PRIMARY PURPOSE**

The Expense Management (EM) Team Leader is accountable for the efficient and effective management and delivery of the EM support activities including customer service, end user training, compliance advice, management reporting, integrity of system environments including travel and monitoring of staff compliance with relevant policy and procedures, processes and systems relating to Expense Management. This role will report to the Manager, Accounts Payable.

The EM Team Leader position sits within the EM Support Team which is based within the Accounts Payable Team and forms part of Finance and Business Services (FBS). Therefore, the occupant will be expected to apply a combination of financial knowledge and customer service skills to support the FBS Division and University in achieving its goals.

The EM Team Leader is responsible for the administration, management and support of UQ’S Expense Management system environment, interfaces and processes which includes activities such as travel. The role maintains effective working relationships with internal and external stakeholders to their EM Support Team and ensures the achievement of high standards of service quality, timeliness and accuracy in service delivery.

**POSITION CONTEXT**

UQ Finance is responsible for the enabling achievement of the University’s strategic ambitions by securing UQ’s financial future through expert advice, systems and support. In delivering on this, the Finance function will value professionalism and accountability. Our approach is to treat everyone with respect and to work collaboratively to deliver excellent service.

The key specialist service areas of Finance are:

- Corporate Finance
- Financial Planning and Analysis
- Procurement
- Financial Operations including Accounts Payable, Accounts Receivable and Collections and Client Support Services
- Professional Services teams - Advisory and Transactional Services

Finance at UQ operates within a devolved environment with Finance staff located in Professional Services teams in Faculties, Research Institutes and Central Divisions supported by Finance specialist service teams. The position is part of the EM processing stream within the Financial Operations team for Finance.
**KEY ACCOUNTABILITIES**

1. **Client Focused Strategy and Planning**
   - Maintains working knowledge of client business strategy and operating plans and identifies the implications for EM transactions service delivery, and any requirements to ensure service quality, timeliness and accuracy by the EM team.
   - Contributes to the development of the overarching Finance client service plans through the identification of opportunities to achieve EM transactions process improvements and enhanced service delivery to clients.
   - Manages the development and alignment of business processes and standard operating procedures that relate to EM transactions processing, and implements plans for driving effective adoption across the transaction services stream.
   - Supports the implementation of EM improvement projects and initiatives that have a dependency on EM transactions processes, identifying key requirements and service delivery to meet client needs.

2. **Finance Service Delivery Excellence**
   - Supervises and provides daily direction to the EM team managing performance by establishing clear performance goals that engage the team to meet deadlines and perform work effectively in accordance with relevant legislation and policies.
   - Develops, coaches and mentors staff to ensure they are equipped and motivated to perform at their highest level.
   - Provides expert advice and operational support to business units regarding policies, procedures and guidelines relating to Expense Management as well as systems that support.
   - Ensures that appropriate compliance frameworks (including policies and procedures) are monitored on an ongoing basis.
   - Responsible for effective monitoring and management of a range of operational processes including reconciliation of Corporate Credit Cards, payment of out of pocket expense reimbursements, Cash advances, International pre trip approval, preparation of journal entries to transfer unidentified entries to the correct general ledger accounts.
   - Monitors and review the integrity and accuracy of transactions entered into financial and other systems and ensure efficient maintenance of the unit’s databases.
   - Administers the relationship with EM system vendors in accordance with their respective contracts and service agreements.
   - Manages the Corporate Card and Travel Payment solution programs to ensure all applicable rebates are earned.
   - Supports the Manager, Accounts Payable regarding the production of Expense Management reporting.
3. **Key Stakeholder and Relationship Management**
   - Builds and maintains effective relationships and rapport with key stakeholders across the client portfolio ensuring the delivery of high quality EM transactions services maintains alignment with key client needs.
   - Manages the capture and review of client satisfaction feedback on the quality, efficiency and effectiveness of Finance transactions services provided against agreed standards, identifying issues and gaps, and implementing changes and improvements.
   - Engages with Finance specialist service teams and peers across the Finance Community of Practice, and other Professional Services teams, to maintain awareness of internal best practice systems and approaches that enhance the delivery of EM transaction processing services.
   - Maintains effective working relationship with the Finance Operations team to provide feedback and input on system productivity, functionality, and upgrade requirements/training to ensure ongoing alignment with the volume and nature of EM transactional processing demand.
   - Collaborates with key stakeholders (including the Travel Manager and PST Leadership) to continually evaluate and identify areas for improvement, making recommendations on system and process improvements.
   - Responds and communicates in a timely manner with relevant stakeholders regarding changes to processes or business interruptions that may impact their area.
   - In collaboration with clients, identify training requirements and prepare content for delivery in user training programs.

4. **Aligned Leadership and People Management**
   - Collaborates with Finance Operation colleagues to facilitate a seamless and effective interface between financial advisory and transaction activity and looks for improvement opportunities to enhance service quality, accuracy and timeliness.
   - Provides leadership and management to the transaction services stream, including guidance on EM systems and processes, service improvement opportunities, and key stakeholder management requirements.
   - Manages the annual performance planning and review process within the EM services stream ensuring alignment of individual goals and objectives to client service delivery requirements, Finance priorities and broader University needs.
   - Delivers effective coaching and guidance to team members to establish individual development plans focused on building technical skills and professional service capability within the EM services stream, and to support career planning and talent mobility across Finance.
5. Effective Project and Risk Management

- Manages the escalation of complex policy issues, or sensitive client needs, associated with requests for EM transaction processing that require the expertise of the EM Systems Analyst or other EM colleagues in order to resolve and execute transactions.
- Manages effective utilisation of EM team, ensuring an efficient distribution and allocation of work load across the team provides the right capacity and mix of resources to meet the client demand for EM transactions processing services.
- Ensures the EM transaction services stream delivery risks and dependencies are managed, and mitigations plans are in place to ensure consistent and continuous delivery of EM transactions services to the client portfolio.
- Manages compliance of all EM transactions with governance protocols, ensuring that University policies and procedures, as well as legislative requirements, are followed and adopted appropriately in the client portfolio.
- Ensures that a safe working environment is in place for the team, and continuously monitors and evaluates risks and opportunities for improvement, in line with University policy and legislative / regulatory requirements.

KEY RELATIONSHIPS

<table>
<thead>
<tr>
<th>Main Contact</th>
<th>Description</th>
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<tbody>
<tr>
<td>Client Portfolio</td>
<td>• Establish knowledge of client business priorities and operating plans</td>
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<td></td>
<td>• Maintain awareness of current and emerging EM transactions processing needs and priorities</td>
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<td></td>
<td>• Delivery of day to day EM transactional processing and services</td>
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<td>Expense Management Support Officers</td>
<td>• Coordinate the engagement of EM services and expertise to address client needs and issues</td>
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<td>Manager, University Travel, Corporate Operations</td>
<td>• Support on complex travel policy or practice issues</td>
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<td>Manager, Accounts Payable</td>
<td>• Reporting – Line Manager</td>
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<td></td>
<td>• Source of leadership, coaching and guidance</td>
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<td>• Set and review of performance and development plan</td>
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### SELECTION CRITERIA

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<tr>
<td>1</td>
<td>Degree qualifications in accounting, business, commerce or a related field with extensive relevant experience in transactions processing or shared services and/or equivalent combination of extensive relevant management and professional experience.</td>
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<td>2</td>
<td>Knowledge and experience working with Expense Management systems is preferred (e.g. ProMaster) to manage and oversee end to end EM transactions and processing services.</td>
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<td>3</td>
<td>Ability to apply structured problem solving approaches and good judgement to analyse, manage and resolve a diverse range of Finance transactions issues within established policy frameworks.</td>
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<td>4</td>
<td>Ability to establish and maintain productive working relationships with key stakeholders to establish and become a valued partner and service provider to key clients.</td>
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<td>5</td>
<td>Experience managing and supervising a team of professionals, including the organisation and allocation of work, providing technical guidance and coaching, and overseeing performance and quality of service delivery.</td>
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<tr>
<td>6</td>
<td>Experience working in professional advisory and/or service delivery functions in complex stakeholder and policy environments.</td>
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The University of Queensland values diversity and inclusion. Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples.