POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Accounts Payable Officer</th>
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<tbody>
<tr>
<td>Organisation Unit:</td>
<td>Finance and Business Services</td>
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<tr>
<td>Position Number:</td>
<td>1017770 and 1311496</td>
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<tr>
<td>Type of Employment:</td>
<td>Continuing, Full-time</td>
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<tr>
<td>Classification:</td>
<td>HEW 5</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).
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 Accounts Payable (AP) Officer is responsible for providing support, training and compliance advice relating to Accounts Payable policy, procedures, processes and systems. This role will report to the Accounts Payable Team Leader.

The AP Support Officer position sits within the Accounts Payable Team which 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 Accounts Payable team are collectively responsible for central processing of payments for vendor invoices and miscellaneous payable batches. Accounts Payable Officers are expected to meet University and team expectations by ensuring all payments are made according to approved University policy and in an efficient, accurate and timely manner. The role maintains effective working relationships with internal and external stakeholders to their AP 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
- Financial Operations including Accounts Payable, Collections and Receivables 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 Accounts Payable processing stream within the Financial Operations team for Finance.
### KEY ACCOUNTABILITIES

1. **Client Focused Strategy and Planning**
   - Maintains working knowledge of client business operations and understands the need for AP transactions processing, and any requirements to ensure service quality, timeliness and accuracy by the AP team.
   - Contributes to the development and alignment of business processes and standard operating procedures that relate to AP transactions processing and data capture and adopts required changes to all allocated work across the AP services stream.
   - Supports the implementation of AP improvement projects and initiatives that have a dependency on accounts payable transactions processes and implements key service delivery requirements to meet client needs.

2. **Finance Service Delivery Excellence**
   - Provides efficient, consistent and accurate delivery of AP transaction services within a large client portfolio that meet the strategic and day to day operational needs of clients.
   - Resolves queries in a timely manner from the UQ community on AP policy, procedures, processes and compliance obligations.
   - Escalates any outstanding issues with the AP Team Leader to ensure a timely resolution and customer satisfaction with the services provided.
   - Assists in the delivery and improvement of training materials, communications and other systems documentation to support simple onboarding of new users.
   - Monitors and report any expenditure that may be in breach of University policy and procedure.
   - Preparation and payment of weekly AUD and FX vendor payments, working within the set payment time frames, obtaining proper approvals and verifying compliance with UQ internal controls and policies prior to payment.
   - Prioritises tasks and maintain sound organisational and time management practices in order to meet deadlines.

3. **Key Stakeholder and Relationship Management**
   - Maintains effective working relationships with key stakeholders across a large and complex client portfolio ensuring the delivery of high quality AP transactional services to meet client needs.
   - 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 AP transaction processing services.
   - Acts as first point of contact for AP system users on production issues that affect the end user community and work with AP Team Leader to effectively communicate outcomes.
   - Acts as an advocate for the end user finance community for processes, issues, new developments and training.
4. **Team Collaboration and Performance**
   - Maintains productive and collaborative working relationships with professionals across the Finance teams facilitating an effective interface between financial advisory and transaction services, and the delivery of seamless financial advice and services to the client portfolio.
   - Seeks guidance and input from the AP Team Leader for ongoing training, guidance and troubleshooting advice to resolve complex transaction issues, facilitating capability improvement whilst ensuring the consistent application of the policy framework.
   - Establishes meaningful individual performance goals and objectives with their supervisor and actively seeks feedback, coaching and guidance on ways to achieve key results and outcomes.
   - Participates in improvement project and related opportunities across the AP team that match personal development and career plans.

5. **Effective Project and Risk Management**
   - Escalates complex policy issues, or sensitive client needs, associated with requests for transaction processing that require the expertise of the Senior Finance Officer or other Finance colleagues in order to resolve and execute transactions.
   - Ensures compliance of all AP 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**

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| Client Portfolio                 | • Maintain awareness of current and emerging Finance transaction processing needs and priorities  
                                 |   • Delivery of day to day Finance transactions processing and data entry services |
| Accounts Payable Team Leader     | • Reporting – Line Manager                                                  
                                 |   • Source of leadership, coaching and guidance                              
                                 |   • Set and review of performance and development plan                       |
| Manager, Accounts Payable        | • Input into strategic planning and policy development                      
                                 |   • Implementation of University wide projects and initiatives              
                                 |   • Share and gather internal best practices aligned to client needs         |
### SELECTION CRITERIA

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<td>1</td>
<td>Degree qualifications in accounting, business, commerce or a related field, or relevant experience in transactions processing or shared services functions and/or equivalent combination of relevant training and professional experience.</td>
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<tr>
<td>2</td>
<td>Ability to apply knowledge of finance systems, policies and processes to a wide range of financial transactions to ensure accurate, timely and efficient transaction processing.</td>
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<td>3</td>
<td>Ability to establish and maintain productive working relationships with key stakeholders and clients ensuring service delivery meets key requirements.</td>
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<tr>
<td>4</td>
<td>Experience working with enterprise technology and software solutions and systems, utilising multiple user modules for the submission of a diverse range of data and information sets.</td>
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<td>5</td>
<td>Ability to work effectively within a team environment, whilst taking full accountability for the efficient delivery of set tasks within agreed timeframes and to agreed service standards.</td>
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<td>6</td>
<td>Experience working in 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.