STANDARD POSITION DESCRIPTION

Position Title: Senior Finance Officer

Organisation Unit: Finance

Standard Position Number: F05

Type of Employment: Classification: HEW 6

PRIMARY PURPOSE

The Senior Finance Officer is responsible for the efficient and effective execution and administration of both routine and complex finance transaction processing and analysis to meet the operational and service delivery needs of the client portfolio. As the most experienced ‘super user’ of the financial management system, the role is responsible for reviewing and approving the delivery of finance transactions processed by Finance Officers (within financial delegations of authority). The role provides guidance to troubleshoot any complex transactions or issues emerging during the processing of accounts payable, invoicing, journal entries, credit and debtor management, and registration of assets.

The Senior Finance Officer ensures all Finance transactions and data entry activity performed follow established business processes and standard operating procedures. This includes investigating, validating and escalating data integrity issues that compromise the quality and accuracy of transactions. The role contributes to the review and development of processes and procedures ensuring transactions are executed in a way that supports the achievement of high standards of service quality, timeliness and accuracy, and are in compliance with University policy frameworks and external legislative and regulatory controls.

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
- Grant and Management Reporting
- Procurement
- Financial Operations including Financial Systems, Client Support Services, Insurance
- 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
This role is part of the transaction services stream within the Professional Services team for Finance.

**KEY ACCOUNTABILITIES**

1. **Client Focused Strategy and Planning**
   - Maintains working knowledge of client business strategy and operating plans in a large and complex client portfolio, and understands the implications for Finance transactions processing, and any requirements to realign service delivery for transactions to maintain quality, timeliness and accuracy.
   - Contributes to the development of the overarching Finance client services plans, utilising expert knowledge of the Finance Management System (UniFi) to identify opportunities to achieve Finance transactions processing and data integrity improvements and enhanced service delivery to clients.
   - Contributes to the development and alignment of business processes and standard operating procedures that relate to Finance transactions processing and data capture, and adopts required changes to all allocated work.
   - Supports the implementation of Finance improvement projects and initiatives that have a dependency on Finance transactions processes and data entry, and implements key service delivery requirements to meet client needs.

2. **Financial Services Delivery Excellence**
   - Provides efficient, consistent and accurate delivery of complex Finance transactions services within a large client portfolio that meet the strategic and day to day operational needs of clients.
   - Maintains a seamless interface between the advisory and transactions services streams, ensuring the effective review of transactions prior to being processed, and the efficient delivery of services to clients.
   - Ensures accurate and timely processing of accounts payable, invoicing, debtor and credit management, and receipting for a large and complex client portfolio in line with standard operating procedures and University policy.
   - Conducts and reviews complex financial transactions related to registration, transfers, trade-ins and disposals of assets in line with standard operating procedures and University policy.
   - Initiates or reviews accounting journals covering all internal transactions, cash allocations, reimbursements, and the distribution of strategic funding across the client portfolio.
   - Generates regular financial reporting and analysis covering complex transactional processing, and ensures appropriate actions, communications and escalation of issues to the Financial Services Coordinator.

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 finance 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 leverage internal best practice systems and approaches that enhance the delivery of transaction processing services.
• Maintains effective working relationship with the Finance Operations team to provide feedback on system productivity, functionality, and upgrade requirements/training to ensure ongoing alignment with the volume and nature of Finance transactional processing demand.

4 Aligned Leadership and People

• Maintains productive and collaborative working relationships with professionals across the Professional Services team facilitating an effective interface between financial advisory and transaction services, and the delivery of seamless financial advice and services to the client portfolio.
• Provides expert advice and ‘super user’ guidance to Finance Officers to help resolve complex transaction cases or issues, facilitating capability improvement whilst ensuring the consistent application of the policy framework.
• Conducts annual performance planning and review processes for Finance Officers ensuring alignment of individual goals and objectives to client service delivery requirements, Finance priorities and broader University needs.
• Establishes an individual development plan with the manager focused on building relevant technical Finance skills and professional service capabilities linked to business priorities and personal career objectives.

5 Effective Project and Risk Management

• Manages the escalation of complex policy issues, or sensitive client needs, associated with requests for transaction processing that require additional expertise or Finance specialist services in order to resolve and execute the transaction.
• Identifies and investigates any data integrity issues to ensure ongoing compliance with the University policy framework, resolving any issues efficiently, or where necessary, escalates complex matters to relevant managers for advice, guidance and resolution.
• Manages compliance of all Finance 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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<tr>
<th>Main Contact</th>
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<tbody>
<tr>
<td>Client Portfolio</td>
<td>• Maintain awareness of current and emerging Finance transaction processing needs and priorities&lt;br&gt;• Delivery of day to day Finance transactions processing and data entry services</td>
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<td>Financial Services Coordinator</td>
<td>• Reporting - Operations Manager, functional reporting line to MA&lt;br&gt;• Approval of all Finance transactions and processing&lt;br&gt;• Allocation of transactional work load&lt;br&gt;• Source of leadership, coaching and guidance&lt;br&gt;• Set and review of performance and development plan</td>
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<td>Finance Specialist Services</td>
<td>• Coordinate the engagement of Finance Specialist Services and expertise to address client needs and issues&lt;br&gt;• Gather input on external/internal best practices &amp; emerging practices</td>
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<tr>
<td>Transaction Services Stream</td>
<td>• Line management of Finance Officers&lt;br&gt;• UniFi guidance and coaching&lt;br&gt;• Support with complex issues and troubleshooting&lt;br&gt;• Performance and development planning and reviews</td>
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<td>Advisory Stream</td>
<td>• Facilitate interface and seamless services to clients&lt;br&gt;• Escalation of issues or policy advice</td>
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## EXPERIENCE AND QUALIFICATIONS

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<td>1</td>
<td>Degree qualifications in accounting, business, commerce or a related field with relevant experience in transactions processing or shared services functions and/or equivalent combination of relevant training and professional experience.</td>
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<td>2</td>
<td>Ability to apply problem solving and analytical skills to investigate and ensure data integrity in transaction processing, and the resolution of any issues within the parameters of policy frameworks.</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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<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 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.