Position Description

Title: Revenue Manager
HEW Level: 9
Faculty/Office: Finance
Department/Team: Revenue Services
Position Number:
Date: February 2019

Position Purpose: To manage the University-Wide Revenue lifecycles and lead the Revenue Services team.

ORGANISATIONAL CONTEXT
Finance provides a broad range of Financial Services to support the University mission of teaching and research.

These services include Financial Reporting to the University Executive, Council and stakeholders both in respect to statutory and treasury requirements and project reporting as well as preparation and monitoring of budgets in consultation with the University’s Faculties and Offices and delivery of financial systems support. Finance is responsible for the payment of invoices and staff claims, monitoring of credit cards, tax obligations and asset management. Finance is also responsible for the timely collection of University revenue including, Government grants, trade debtors and student fees and acts as the public face of the University during the enrolment process.

Finance has responsibility for the expenditure of University funds and ensures that this expenditure meets the standards of public accountability imposed by statute, various contracts and University policy.

The Finance Shared Services team, within Finance, drives strong financial governance and provides strategic advice to key stakeholders in respect of the University’s purchasing, accounts payable and revenue activities.
### KEY ACCOUNTABILITIES

- Manage oversight of University wide revenue and partner with other Finance teams to create full visibility of total revenue.
- Consult with key stakeholders to ensure continuous improvement in the knowledge and understanding of University revenue.
- Manage rate volume analysis to support budget and forecast preparation and monthly variance reporting.
- Develop, implement and review University policies and procedures and KPI’s as they relate to revenue, credit control and debt management.
- Manage relationships with student sponsors and provide support and expert advice to key stakeholders in the management of revenue from sponsors.
- Consult with stakeholders and other Finance teams to critically evaluate, identify and implement improvements to University-wide revenue systems and processes.
- Provide expert advice and support to key stakeholders in the management of University revenue, student fees, credit and debt management and cashier services.
- Lead, set direction and manage the Revenue Services team to develop a high performing culture.
- Maintain up to date knowledge of legislative requirements and Australian accounting standards as they relate to revenue, credit control and debt collection.
- Build and manage relationships with internal and external stakeholders.
- Comply with Public Finance, Audit and other related acts.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

### POSITION CONTEXT

| Reports to: | Revenue Manager |
| Positions Reporting to: | Direct: Student Revenue Team Leader, Accounts Receivable Officer, Cashier, Revenue Operations Assistant<br>Indirect: Revenue Officer x 3 |
| Key Direct Clients: | • Executive<br>• Heads of Office, Heads of Dept, Senior Managers<br>• Deputy Registrar, Head of Student Administration<br>• Other staff member in Finance<br>• MQ staff in general<br>• MQ students<br>• Student Sponsors<br>• Other external contacts |
| Other Key Relationships: | • External and internal audit team<br>• MQ Controlled Entities |
| Budget Accountability: | Nil |
| Role-specific Conditions: | • Criminal checks |
| Scope and autonomy | Develops and/or modifies organisation wide policies or manages specialised projects which require a high level of interpretation and subject matter expertise. |
| Problem solving | Regularly develops and/or modifies organisation wide policies to identify, develop and implement new initiatives, processes and programs which impact at a University wide level or within an area or specialisation. |
**CAPABILITY FRAMEWORK**

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

<table>
<thead>
<tr>
<th>COMPETENCIES</th>
<th>Attributes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Influencing and Persuading: Building commitment by convincing others and winning them over to a particular point of view.</td>
<td>Perseverance: Persevering despite obstacles to ensure tasks are completed.</td>
</tr>
<tr>
<td>Implementing Systems: Adopting a systematic and organised approach, and developing and utilising guidelines and procedures.</td>
<td>Flexibility: Responding effectively to unexpected or changing circumstances.</td>
</tr>
<tr>
<td>Setting Expectations: Stating clearly what is expected from others, clearly expressing ideas, and maintaining a precise and constant flow of information.</td>
<td>Reliability: Meeting commitments and responsibilities.</td>
</tr>
<tr>
<td>Delegating: Enlisting the talents of others to help meet objectives by giving them important activities and sufficient autonomy to exercise their own judgement.</td>
<td>Interpersonal Impact: Making a positive impression on others in a range of interpersonal contexts.</td>
</tr>
<tr>
<td>Tracking Performance: Taking nothing for granted and persistently monitoring the progress of activities to ensure they are completed on time.</td>
<td>Resilience: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
</tr>
<tr>
<td>Giving Feedback: Letting others know in a respectful, supportive and straightforward manner what is expected of them, how they have performed and if they have met needs and expectations.</td>
<td>Accountability: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
</tr>
<tr>
<td>Leading and Directing: Taking the lead and exercising influence when managing complex situations and/or making critical business decisions.</td>
<td>Integrity: Maintaining confidentiality, discretion and professionalism.</td>
</tr>
<tr>
<td>Delivering Outcomes: Holding self and others accountable for achieving high quality and solution focused outcomes.</td>
<td></td>
</tr>
<tr>
<td>Developing Capability: Coaching, mentoring and supporting others to develop their competence and confidence for performance and growth.</td>
<td></td>
</tr>
</tbody>
</table>
### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Degree qualification; or an equivalent combination of relevant experience and/or education/training. CPA or equivalent strongly preferred.
- Knowledge of core financial functions, frameworks, models and approaches.
- Computer skills including Microsoft Office and internet.

### ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of Finance functions and structure.
- Knowledge of Department of Education Higher Education Charge Systems.
- Knowledge of US Financial Aid Loans legislation and audit requirements.
- Knowledge of Finance policies, systems, processes and procedures that are applicable.
- Knowledge of University policies, systems, processes and procedures and how to adapt these at the faculty/office level.
- Knowledge of how the University works and how relevant functions across the University interrelate.
- Understanding the external market/context relevant to their areas of expertise/specialisation
- Understanding the local and global market/context within which the University operates.

### KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- Working with large ERP Financial systems, and an understanding of the Technology One suite of products would be desirable
- Managing an accounts receivable team in a high volume, complex environment.
- Working with large scale integrated Fee System.
- Identifying, developing and implementing policies and procedures in credit control and debt management to improve services and efficiencies.
- Strong negotiation and communication skills.
- Provisioning for doubtful debts and initiating external support and managing relationships with collection agencies.
- Identifying and implementing continuous improvement to services, processes and systems to enhance efficiency and customer service.
- Building and maintaining relationships with stakeholders, with strong negotiation and communication skills.
- Managing a team to achieve high quality outcomes.
- Working collaboratively with audit teams.