

# Role Statement

<b>Role Title:</b>	<b>Transaction Services Officer</b>	<b>Band:</b>	<b>C1</b>
<b>Stream:</b>	Functional Services		
<b>Role Purpose:</b>	This role provides key support to business units and is responsible for day to day administrative transactions for centralised functions including (but not limited to) goods receipting and invoice posting, non-Ariba Purchase Order creation, purchase cards, time & attendance and travel & accommodation. The role undertakes a range of administrative tasks and is responsible for liaising with customers and staff of the organisation, to ensure the provision of administrative support for centralised activities is appropriate and relevant.		

## Minimum Role Accountabilities:

**Context:** *Dimensions relevant to this role*

Influence/Impact	Other internal work groups, internal and external stakeholders.
Leading & Developing	On-the-job supervision of like functions and/or provision of technical advice for others to make decisions.
Difficulty	Novel tasks with elements of technical or functional complexity and challenge with defined scope of work.
Planning Focus	Near term focus on local work group activities.
Direction	Periodic supervision and guidance from frontline leaders.

**Accountabilities:** *What I may be expected to do when I come to work in this role:*

- Processes source data accurately and in a timely manner into SAP and other databases, including SAP CATS, MyTime, CHRIS, Materials Management and undertakes records maintenance and invoice processing.
- Reviews source data for deficiencies and resolves discrepancies using set procedures, using initiative to resolve data issues, and alerting the Transactional Services Lead of incomplete source data.
- Liaises with other staff of the organisation, answering enquiries, and obtains information to facilitate accurate data processing, analysis and reporting.
- Provides accurate and timely advice to staff regarding time and attendance, procurement, accounts payable and other administration processes.
- Ensures own compliance with records management policies and procedures.
- Works cohesively within the team and contributes to achieving team targets by undertaking assigned administrative tasks and ensuring allocated work is completed within required timeframes.
- Identifies and implements system and process solutions/improvements in conjunction with Team Leader and/or Business Analyst.
- Perform other duties and responsibilities as may be directed by your Manager, in line with the Work Level Standards for this role.

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## Minimum Occupational Capability Requirements:

**Essential:** *the Knowledge, Skills, Accreditations, Licencing and/or Authorisations, you must have in this role to be safe and effective:*

- Demonstrated broad and in depth understanding of the organisation’s current Enterprise Agreement and Delegations of Authority and application of related policies and procedures.
- Extensive experience in accurate data input into range of SAP databases which should include (but not limited to) Materials Management and SAP CATS, MyTime and CHRIS.
- Proven ability to work effectively in a team, managing high volumes and tight deadlines, with a proven record of delivery.
- Proven exemplary customer service, with sound judgment and the ability to maintain confidentiality regarding sensitive issues.
- Demonstrated organisational and time management skills with the ability to work in a fast-paced, high volume environment.
- Proficient in Microsoft Office Suite.
- Strong capability in supporting staff on time & attendance matters and Agreement interpretation.

**Elective:** *may be required in this role but not all in this role may need it:*

- N/A.