**POSITION DESCRIPTION**

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| **POSITION DETAILS** |  |
| **Position Title:** | **Team Leader, Service Support & Expense Management** |
| **Position Number:** | 00026727 |
| **Classification:** | HEO7 |
| **Faculty/Division:** | University Operations |
| **School/Branch:** | Finance |
| **Reports to (position title):** | Manager, Procure to Pay |
| **Delegations:** | Relevant HR and Financial delegations as prescribed to this position in the University’s Delegations Table |
| **Special Conditions:** | * Reasonable workplace adjustments will be made for people with a disability. * Some work outside of standard hours as required |
| **Significant Working Relationships:** | * Finance Branch Staff * University Corporate Credit Card Holders * Internal and External Audit * University Vendors * Category Managers * Staff of the University |

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| **POSITION SUMMARY** |
| The University of Adelaide is a large and successful university in Australia's Group of Eight research intensive universities, distinguished by its international reputation and commitment to innovation and excellence in research and teaching.  Financial Branch provides strategic financial management, reporting, procurement and transaction support services to the University to enable achievement of the University’s teaching and research goals. The Branch is responsible for oversight of the University's annual operating budget, capital budget and asset base.  Reporting to the Manager, Procure to Pay the Team Leader, Service Support & Expense Management is responsible for the day-to-day running of the University’s Service Support and Expense Management functions. In overseeing these functions, the position is responsible for the efficient and effective delivery of transactional services in this area including ensuring the customer service and transactional processing metrics and standards are met and that appropriate compliance frameworks including the University’s Policies and Procedures, are applied. |

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| **KEY RESPONSIBILITIES** | |
| Transactional Processing Oversight | * Ensure the day-to-day efficient oversight of the Service Support and Expense Management functions and systems. * Ensure that all appropriately authorised expenses are processed in accordance with the University’s processing timeframes. * Ensure the delivery of service support and education to internal and external stakeholders relating to finance systems, policy, process and procedures. * Ensure that appropriate compliance frameworks (including policies and procedures) are monitored on an on-going basis. * Resolve or escalate complex complaints/queries from customers/suppliers as appropriate. * Identify and report on opportunities to improve the processes and the procedures relating to Service Support and expense management. |
| Customer Service | * Work with the Manager, Procure-to-Pay to assist in developing customer service metrics and standards for the Service Support and Expense Management teams within the Procure-to-Pay area. |
| Stakeholder Engagement | * Build and maintain strong relationships with internal and external stakeholders. * Identify and report on issues relating to stakeholder satisfaction |
| Other reasonable duties commensurate with classification level. | |

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| **PEOPLE MANAGEMENT RESPONSIBILITIES** |
| * Ensure a safe work environment and compliance with University HS&W policies and legislation. * Positively engage direct reports in the Planning, Development and Review process, and identify opportunities for staff to promote continuous improvement through professional development and project opportunities. * Undertake effective people management to ensure the team delivers its services effectively and efficiently as possible. * Provide effective leadership to and assist the Manager, Procure-to-Pay with appropriate training and development opportunities for team members. * Lead, mentor and coach staff to promote continuous improvement. |

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| **CAPABILITIES AND BEHAVIOURS** |
| Use the [Capability Dictionary](https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf) to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position. |

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| **UNIVERSITY EXPECTATIONS** |
| Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University’s Code of Conduct |

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| **STAFF VALUES AND BEHAVIOUR FRAMEWORK** |
| Our culture is one that welcomes all and embraces diversity consistent with our [Staff Values and Behaviour Framework](https://www.adelaide.edu.au/hr/organisational-development/university-values) and our Values of integrity, respect, collegiality, excellence and discovery. We firmly believe that our people are our most valuable asset, so we work to grow and diversify the skills, knowledge and capability of all our staff. |

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| **SELECTION CRITERIA** |
| **Knowledge and Experience:**   1. Extensive experience and demonstrated ability in leading a transactional finance team, specifically in expense management highly regarded. 2. Demonstrated commitment to a customer service culture. 3. Demonstrated experience in managing change effectively. 4. Sound accounting skills and a working knowledge of Australian Taxation Office rules (e.g. GST, FBT) 5. Ability to communicate effectively to and influence stakeholders at all levels. 6. Demonstrated proficiency in Microsoft suite of products. 7. Demonstrated ability to promote the organisational values of integrity, respect, collegiality, excellence and discovery, and a commitment to positively comply with the associated behaviour expectations.   **Qualification/s:**   * An equivalent combination of relevant experience and/or education/training |