

Role Name: Collections Officer

Role data

Position no.	E12094	Work Area Profile	Financial Control and Procurement
Work Level Classification	Level 3	Directorate/Business Unit	Finance and Risk
Reports to (role)	Manager – Accounts Receivable and Payable	Location	Various
No. direct reports	None	No. of indirect reports	None
Version date	19 April 2021	Tenure	Ongoing

Work Area

Ahpra's overall mission is to protect the public by regulating health practitioners efficiently and effectively to facilitate access to safer healthcare for Australians. Finance & Procurement contributes to this mission by leveraging data, embracing technology and enabling change. By understanding the data that is relevant to decision making and providing in depth analysis where necessary, Finance & Procurement supports the strong functioning of the Agency Management Committee, Finance, Audit and Risk Management Committee, the National Executive, all fifteen National Boards and our co-regulatory partners. Finance & Procurement help maintain the financial discipline of the National Registration and Accreditation Scheme and financial sustainability of the National Boards so that fees paid by practitioners are kept to reasonable levels in line with the expectations of health ministers.

The Financial Control and Procurement stream provides end-to-end financial management, vendor management and effective governance

Role Purpose

The **Collections Officer** is responsible for the introduction and successful operation of the new Ahpra Debt Management framework, incorporating efficient follow up of customers through the effective management of arrears position for overdue invoices.

Key Accountabilities

- Stakeholder Management: managing internal and external queries and responding to customer enquiries by phone and email. The role requires a focus on dialogue between internal and external stakeholders and appropriate controls to deliver a high-quality service.
- Leading the implementation of Ahpra's debt management policy's and processes, and the ongoing identification of improvement opportunities and solutions.
- Develop and implement adequate record keeping and reporting to support organisation in debt collection activity.
- Providing leadership and guidance to senior leaders and managers in other business units as the main contact point for debt management in Ahpra.
- Engage with senior leadership on the status of collection efforts with regular reports and drive effective decision making.

- Support the Financial Control and Procurement stream in maintaining records of outstanding debtors; make arrangements for follow-up, negotiation of payment plans and recommendations on potential bad debts or emerging issues.
- Analyse aged debt and meet with Finance and Legal managers to present recommendations for potential legal action
- Manage relationships and performance of external collections agencies.
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants. This means to:
 - Take reasonable care for own and others' health, safety and wellbeing
 - Adhere to Ahpra's workplace health, safety and wellbeing policies and procedures

Capabilities for the role

The Ahpra [Capability Framework](#) applies to all Ahpra employees. Below is the complete list of capabilities and proficiency level required for this position.

Values	Capabilities	Proficiency level
Service	Commits to customer service	Advanced
	Displays leadership	Foundation
	Generates and delivers the strategic vision	Foundation
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Foundation
Collaboration	Builds constructive working relationships	Intermediate
	Communicates effectively	Advanced
Achievement	Demonstrates accountability in delivering results	Intermediate
	Uses information and technology systems	Intermediate
	Displays personal drive and integrity	Intermediate

Qualifications/Experience	Required
Qualifications	<ul style="list-style-type: none"> • Business, Finance or Accounting qualifications advantageous • AICM Membership Highly desirable

Experience	<ul style="list-style-type: none"> • 5+ years Collections/credit experience in a similar role essential • Extensive Experience in a leadership/coaching role • Excellent inter-personal, negotiation and customer service skills • Ability to work autonomously and as part of a team • Proficient across the Microsoft Office and debt management software
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Key relationships

Internal Relationships	External Relationships
Managers and finance teams	Practitioners and Customers
CFO/Director Financial Control and Procurement	External solicitors and legal representatives
Practice Manager Legal Services	External Collections Agencies
PIE and Legal teams	